

HAMSHACK HOTLINE COVENANT

Warranty & Fitness

Hamshack Hotline, herein after referred to as “HH”, exists to provide in-network VOIP communications services to Amateur Radio Operators and the greater Ham community.

In-network services are defined as services provided within the HH network and not to mean outbound and inbound termination services to destinations outside the HH network. HH makes no promises of availability, or uninterrupted carriage of communications, or availability of emergency services (ie. 911, etc). Conditions which could affect HH availability could be the result of disaster, denial of service attack, other cyber threats, or maintenance windows as needed. HH will not be held liable for any failure to provide communications carriage at any time or for any reason. By using, or continuing to use HH, you understand and agree to all terms herein. For real emergencies, please use traditional telecom services in the event of imminent danger to life and property. HH will always make the best possible effort to achieve high availability and quality standards, and we will always try to provide advance notice of any planned downtime due to maintenance requirements. For members who elect to acquire PSTN termination via HH, please see the section entitled “PSTN Termination” later in this document.

Allowed Equipment

HHC(Core) allows only devices listed in our Supported Endpoints document to connect to the network, to assure trouble-free and reliable provisioning. All other non supported endpoints can be used on HHX(Experimental). The HH Operator's Team (HHOPS) are a small group of volunteers who dedicate their personal time to administrative duties and we want to ensure their burden is kept as low as possible. To achieve this, we maintain a list of supported equipment.

As of March 5, 2018, HHC will no longer provide SIP accounts solely for softphones. A member must have a provisioned and connected hardphone on the HHC network before HHOPS will allow that member to use a softphone on HHC, however this requirement does not apply to HHX. The intention is to ultimately discourage the use of softphones in general because of unreliability.

If you wish to trunk to your own PBX system, IAX accounts can be created on HHC. HHX, being experimental, will not offer trunking services.

Terms of Service

Requesting and connecting your endpoint to the HH network affirms your acceptance of all terms set forth in this covenant now and in the future as amended. Use of HH for lawful purposes is granted so long as the use is benevolent and used according to the following conditions:

- HH members may not charge for any communications services carried over the HH network.
- The nature of communications is lawful and not in any way linked to criminal or terrorist objectives. HHOPS will cooperate fully with law enforcement and/or Homeland Security in the event HH is abused to further criminal or terrorist oriented goals.
- HH members will maintain the level of professionalism in public conferences that Hams have become known and respected for. Misconduct in a public conference/bridge could result in punitive measures administered by HHOPS, up to and including permanent disconnection of services and re-assignment of the HH number used by the offending member.
- HH will not tolerate abusive behavior towards other HH members or the HHOPS team. This includes the practice of “prank calls” or disturbing calling patterns made in a manner with the obvious intent to harass another HH member. HHOPS will vigorously investigate all complaints brought to their team.
- Clubs & organizations are solely responsible for the conduct in their non-public conference bridges. HHOPS will provide administrative support to organizations when requested to handle issues should they arise.
- HH does not otherwise police the subject of discussion in public bridges so long as that discussion is done in a respectful way to all parties in a public bridge. That means politics and religion are “on the table” so long as they are done respectfully.
- HH does not police the subject or content of station to station calls over HH. Other than a case of harassment as outlined above, HHOPS will not intervene or interfere in the content or carriage of communications between private parties on the HH network.
- Intentional interference by spoofing or otherwise attempting to disrupt the HH network will result in immediate banning from the HH network and in severe cases HHOPS will notify law enforcement and tender all available evidence. HHOPS will not tolerate intentional interference to HH systems or member owned endpoints.
- PSTN terminated members will not use the HH network to engage in illicit or harassing communications. If a case is brought before the HHOPS team, we will furnish all evidence to law enforcement as required.
- HH numbers will only be issued when an applicant supplies the MAC Address of the phone, along with their callsign to HHOPS. Numbers which have no connected phone attached for more than 30 days, will be disconnected and returned to the HH number pool and reassigned.

PSTN Termination

HH makes available, for a nominal maintenance fee, PSTN termination. This special provisioning allows an HH member to place and receive calls to the PSTN (Public Switched Telephone Network). The fee charged by HH is kept in a fund to pay for system maintenance and similar related costs in running and growing the HH network. None of the HHOPS team receives any compensation derived from fees charged to members seeking PSTN termination. HHOPS has the right to deny and/or discontinue PSTN termination to any applicant or HH member or organization for any reason they see fit. HH does not guarantee that PSTN termination will always be available for calls to complete, but makes the best possible effort to complete calls in and out of its network.

In the event that any HH member or member organization contracts 3rd party DID (direct inward dial) numbers, HH will host them as trunks and map them to either the member's phone or conference bridge of choice. If an HH member pays for the trunk hosting up front, and HH disconnects or discontinues hosting of the DID for said member, HH will refund a prorated portion of the upfront maintenance fees that are paid, back to the member.

Calls processed by PSTN termination in and out of the HH network are subject to all of HH's terms of service for hosting and carriage at all times.

Monitoring of Communications

HH and the HHOPS team reserve the right to monitor the communications of HH members with or without notice. Such monitoring could result for any of the following reasons:

- System maintenance & troubleshooting
- Investigations of complaints
- As required by Law Enforcement
- Other compliance related reasons

We would caution all HH members to be mindful of this. HH and HHOPS will operate by a code of respect & trust. That being said, anything overhead will never be disclosed to any other party, unless required by Law, and only under those circumstances. In this way, we operate like any other telecom network. In the event that a member of the HHOPS team is found to not operate within this code of trust and confidentiality, such HHOPS team member will be immediately removed from the HHOPS team.

We hope you find the Hamshack Hotline useful and fun, and the HHOPS Team will work to ensure that HH works for you and your Amateur Radio organization.

Thank you for being a part of HH!

(last update 2a4.180519)