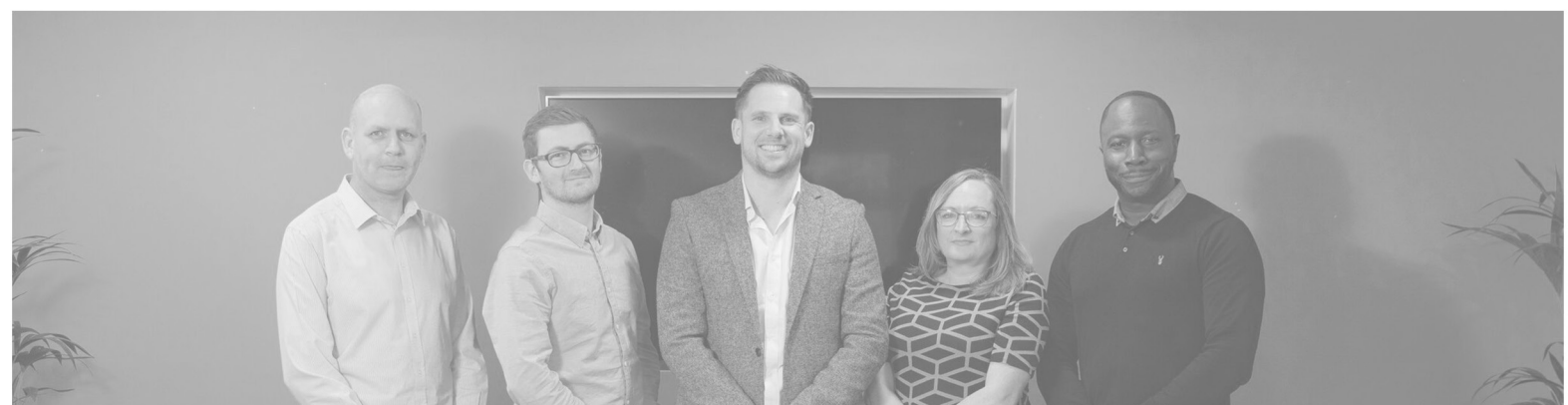


FRAUD PROTECTION TERMS



Terms & Conditions for Fraud Protect.

This service, which is chargeable, will operate to protect customers against the potential liability of Toll Fraud.

Automated Call Barring

- The Service will be applied to all CLIs where 'Fraud Protect' is paid for
- The activation of the call bar will generate an email from our supplier notifying us that the bar is in place. We will then in turn endeavour to notify the customer that the call bar is in place.
- The call bar can be lifted upon request by the customer, subject to us being able to authenticate that the request is genuine.
- Where **we are not the telephone system maintainer**, the customer will be liable for the full value of all fraudulent calls made for 45 days after any call bar is lifted at the request of the customer.

Liability for Charges

Where Fraud Protect is applied to a CLI and has been paid for by the customer, and subject to the customer having adhered to clauses 5.11(d), (f) & (g) of our Standard Terms & Conditions, the customer shall not be liable for any calls deemed to have been made fraudulently up to £2000 + VAT. There is a limit to two claims per calendar year per account.

Cost of the Service:

The charge for this service is £1.50 per analogue line, ISDN channel, SIP trunk or Hosted User.

