

## Netsafe

### – Protecting your Business from Phone Hacking Fraud

Did you know that telephony fraud is now bigger than credit card fraud, worldwide, and rising? According to the Forum for International Irregular Network Access (FINNA), organised crime is making over £40 billion a year from telecoms fraud. Recent cases have seen some telephone lines hacked, with fraudulent charges totalling as much as £50,000 over the course of one weekend.

Here at Network Communications Group Ltd, we would like to offer our customers the greatest level of protection in order to avoid these potential problems.

The Network Communications Group NetSafe Fraud Protection service will:

- **Automatically cut off any phone number with usage of £500\***

If your phone number(s) spends more than £500 in 24 hours on traffic which is not UK geographic or UK mobile, it will automatically be disconnected. Don't worry; connecting back is easily done.

- **Guarantee the charge limit on any breaches\***

If the 24 hour threshold is breached, you will not be liable for usage above £500

- **Automated notification of any disconnection**

In the event of any of your numbers being disconnected, we will send you an email to notify you that a block has been applied. We can remove the block, if required.

The monthly charge for this service is only 0.99p per Analogue & ISDN2 lines and for ISDN30 the monthly charge will be £9.99 per ISDN30 connection, irrespective of number of channels.

*Unfortunately, this fraudulent activity will continue to present itself and immediate action is necessary to prevent any of our customers becoming victims; therefore you will be billed monthly for the NetSafe Fraud Protection Service, giving you protection from fraudulent activity.*

You do however have the option to "Opt Out" by completing and returning the NetSafe Opt Out Form.

## Terms & Conditions for NetSafe Fraud Protection Service

The NetSafe service which is chargeable will operate to bar calls by CLI (Call Line Identity) where calls from that CLI to destinations other than UK geographic or UK mobile numbers totalling over £500 have been made within a 24 hour period. The parameters are as follow:

### **Automated CLI Call Barring**

- Operates on a per CLI basis (i.e. the service will be applied to all CLI's where the services are active and paid for)
- Will only operate on CPS calls (carrier pre-select)
- When spend by a single CLI on CPS calls to all destinations other than UK geographic or UK mobiles reaches £500 within a 24 hour period, further calls from that CLI will be barred. This bar will apply to all destinations including UK geographic or UK mobile.
- The activation of the bar will generate an email from our supplier notifying us that the bar is in place. We will, in return, endeavour to notify you that the bar is in place,
- The call bar can be lifted upon request by you, the customer, subject to us being able to authenticate the request is genuine.

### **Guaranteed Charge Limit**

- As a result of the Automated CLI Call Barring, charges for CPS calls to the relevant destinations will be limited to £500 for as long as the bar remains in place.

### **Cost of Service**

- The monthly charge for this service is only 0.99p per Analogue & ISDN2 line and for ISDN30 the monthly charge will be £9.99 per ISDN30 connection, irrespective of number of channels.
- **All values mentioned are excluded of value added tax**
- **The £500 threshold is based on the wholesale cost of the calls**

## Choice to Opt Out Form NetSafe Fraud Protection

By completing this Opt-Out form you confirm that you have read and understood the details provided.

We understand that the Network Communications Group Ltd offers a chargeable Fraud Protection Service and would like to OPT-OUT of the service and confirm we understand the associated risks and potential implications that may derive with opting out of the service.

**Please accept this as authority that we DO NOT wish to have NetSafe Fraud Protection Service or charges and confirm we have selected to Opt Out.**

Company Name	
Post Code	
Authority Name	
Authorised Signatory	
Account Reference	
Date	

Please ensure that you have completed all parts of the form and email to [support@netcomms.co.uk](mailto:support@netcomms.co.uk)

Thank you.