



## Fraud Awareness Statement

(To be read in conjunction with our Standard Terms and Conditions)

Vandercom Voice and Data Solutions Limited, as a registered Communications Provider, has no control of a Customer's PABX/Switch configuration, voice mail security or other feature services enabled, except where it is contractually responsible for the management of these services. Vandercom's standard Terms and Conditions require the customer to be liable for all charges incurred, and relating to, traffic passed over any UK network nominated by Vandercom. Customers are therefore urged to verify with their equipment provider that all necessary steps to combat fraudulent use have been taken.

Vandercom Voice and Data Solutions Limited does not offer any "customised" fraud monitoring service. However, as a responsible Communications Provider, assistance will be given wherever possible to support its customers in the battle against fraud. Fraudulent activity manifests itself in many different ways. Therefore, we can offer no guarantee or contractual undertaking in relation to detection. Any assistance given will be on a "reasonable endeavours" basis and no liability can be accepted by Vandercom for any loss sustained by the Customer via fraudulent means that are beyond Vandercom's reasonable control.

In order that the customer can minimise the effects of fraud and to detect fraud as early as possible, Vandercom operates a feature called Fraud Alert via the billing facility.

Emails will be sent to any named contacts when call parameters are met. For example:

- Calls costing over a certain amount
- Calls to specific telephone numbers
- Calls to specific call types, e.g. premium rate or international numbers
- Calls made outside standard business hours
- Calls made over certain duration.

Vandercom will notify any nominated employee within 48 hours (72 hours in the case of bank holidays) via email.