

Terms and Conditions: Callsure

Callsure

In addition to Abtec Network Systems' Terms and Conditions for supply of Voice and Mobile Services:

Callsure Definition

Callsure is a chargeable service that bars calls by telephone number, where calls from that telephone number to destinations other than UK geographic or UK mobile numbers totalling over £500 (excluding VAT) have been made within a 24 hour period.

Commencement and provision of Callsure

Abtec Network Systems will add Callsure to the customers' monthly invoice, commencing 1st September 2018.

When the customer adds additional telephone numbers onto their account, Abtec Network Systems will add Callsure to these telephone numbers.

Callsure product information

In the event that a customers' telephone number generates over £500 worth of outbound calls to non UK geographic or mobile numbers in a 24 hour period, Abtec Network Systems will automatically place a temporary restriction to prevent outgoing calls.

Abtec Network systems will guarantee that, if the 24 hour threshold is breached, the customer will not be liable for any additional usage above £500 where that usage is fraudulent.

In the event of any restrictions being placed on a customer's telephone number, Abtec Network Systems will notify the customer that a restriction has been applied.

Abtec Network Systems will remove the restriction in consultation with the customer, upon customer confirmation that outbound call activity is not fraudulent.

Pricing

Callsure is a monthly recurring chargeable service applicable to:

- Individual analogue telephone numbers
- ISDN2
- ISDN30 channels
- SIP trunks

Termination of Callsure

The customer can opt out of Callsure at any time and Callsure will be taken off their account.

There is no minimum contract term on Callsure.

Exclusions

Callsure is not available on mobile numbers.