

**onecom**

# **Service Schedule**

**Assured Products & Fraud Monitor**



## 1.1 Definitions

In this Schedule, the following definitions apply:

**Assured Products** the Assured Lite, Assured and Assured Plus products provided by Onecom as described in paragraph 2.1;

**BT Openreach** means a BT group company responsible to Onecom for installing and maintaining digital and analogue exchange lines;

**Fraud Monitor** a product to monitor for fraudulent use of telephone lines provided by Onecom;

**Master Socket** the master BT Openreach telephone socket providing the telephone service into the premises; and

**NTE** Network Terminating Equipment, being the equipment provided by BT Openreach to provide the telephone service.

## 2 Assured Lite, Assured and Assured Plus

2.1 The Assured Products reduce the cost of engineer call-outs for problems with a Broadband Service and/or Telephone Service, as follows:

2.1.1 Assured Lite reduces engineer call-out charges by 50%;

2.1.2 Assured reduces engineer call-out charges by 100%; and

2.1.3 Assured Plus reduces engineer call-out charges by 100% and includes Fraud Monitor for the relevant line.

2.2 The Customer will call Onecom on 03300 888 999 to report any faults with their Broadband Service and/or Telephone Service.

2.3 If Onecom cannot resolve the fault over the phone, Onecom will arrange for an engineer to attend the Customer's premises at a time agreed with the Customer to restore the Broadband Service and/or Telephone Service.

2.4 Onecom will endeavour to, but does not guarantee to, restore the Broadband Service and/or Telephone Service.

2.5 The number of reduced price engineer call-outs in any twelve month period is limited to a maximum of two. Additional call-outs will be charged at the standard rate as set out in the Price Guide.

2.6 An engineer call-out can be cancelled by the Customer no later than 23.59 on the date before the scheduled appointment. If the appointment is cancelled on shorter notice or the Customer does not attend or otherwise provide access for the engineer at a scheduled appointment, the call-out will count towards the maximum number set out in clause 2.5.

2.7 The Assured Products do not cover:

2.7.1 any damage to or faults with any equipment beyond the Master Socket or NTE used to supply the Telephone Service or Broadband Service;

2.7.2 any faults with any wiring not maintained by BT Openreach, including but not limited to the internal wiring within the premises; or

2.7.3 damage caused by the Customer to any BT Openreach maintained infrastructure within or outside of the premises. If an engineer is required to fix such faults a fee for the provision of such repair service may be payable by the Customer.

2.8 The Customer acknowledges that Assured Products are not a service guarantee and cannot protect against all faults and, as such, Onecom will not be liable for faults or service continuity.

## 3 Fraud Monitor

3.1 Fraud Monitor is a solution to monitor for fraudulent activity of any lines provided under certain Telephone Services. Fraudulent activity may (without limitation) involve calls to premium and/or international numbers.

- 3.2 Fraud Monitor is only available for WLR, SIP and Vox and is not available for any other types of Telephone Service.
- 3.3 Onecom will endeavour to, but does not guarantee and is not obliged to, automatically apply call bars to any lines where fraudulent activity is suspected or detected.
- 3.4 Onecom will first notify the Customer by email and then immediately apply call bars to any lines where fraudulent activity is suspected or detected.
- 3.5 The Customer may call Onecom at any time on 03300 888 999 to confirm that the call activity is genuine and Onecom may then, at its sole discretion, remove any call bars applied to the line(s).
- 3.6 The Customer must provide Onecom with up-to-date email contact details of a Customer representative who Onecom shall notify in the event of any suspected or detected fraudulent activity on the relevant line(s). The Customer is solely responsible for keeping such contact information up-to-date.
- 3.7 The Customer acknowledges that Fraud Monitor cannot protect against all fraudulent use and, as such, Onecom will not be liable for any costs or losses arising from any fraudulent activity or Onecom's inability or failure to detect such fraudulent activity.

#### 4 Charges

The Charges relating to the Assured Products and Fraud Monitor are set out in the Price Guide.

#### 5 Termination

- 5.1 The Customer may terminate the Assured Products and/or Fraud Monitor by contacting Onecom on 03300 888 999, provided that the Customer has not booked or had an engineer call-out under the Assured Products and/or had any line suspended by Onecom under Fraud Monitor.
- 5.2 If there has been an engineer call-out under any of the Assured Products and/or a line has been suspended under Fraud Monitor, then the Customer cannot terminate or downgrade the relevant product until expiry or termination of the Contract relating to the relevant Broadband Service and/or Telephone Service (**Relevant Contract**). In the event of termination of the Relevant Contract before the later of a) expiry of the Minimum Term of such Relevant Contract and b) two years from inception of the Assured Products and/or Fraud Monitor, the Customer will be liable to pay a sum equal to the Charges for the Assured Products and/or Fraud Monitor that would have been payable for such period had the Relevant Contract not been terminated.