



onecom

# **Assured Products and Fraud Monitor Service Terms**

## 1. General

These Assured Products and Fraud Monitor Service Terms should be read in conjunction with all other terms of the Contract.

## 2. Definitions and interpretation

2.1 Terms defined elsewhere in the Contract shall have the same meaning in these Assured Products and Fraud Monitor Service Terms. The following definitions shall also apply.

<b>Assured Products</b>	the Assured Lite, Assured and Assured Plus products provided by Onecom as described in clause 3
<b>BT Openreach</b>	a BT group company responsible to Onecom for installing and maintaining digital and analogue exchange lines
<b>Broadband Service</b>	a broadband service provided to the Customer by Onecom
<b>Fraud Monitor</b>	a product to monitor for fraudulent use of telephone lines provided by Onecom
<b>Master Socket</b>	the master BT Openreach telephone socket providing the telephone service into the premises
<b>NTE</b>	network terminating equipment provided by BT Openreach to provide the telephone service
<b>Service</b>	as applicable: (i) Assured Products; and (ii) Fraud Monitor
<b>Telephone Service</b>	WLR, SIP and / or Vox provided to the Customer by Onecom

2.2 The rules of interpretation set out in the General Terms apply to these Assured Products and Fraud Monitor Service Terms.

## 3. Assured Lite, Assured and Assured Plus

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

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

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

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

3.2 The Customer will report a fault with their Broadband Service and/or Telephone Service by calling 03300 888 999 (or such other number as requested by Onecom).

- 3.3 If Onecom cannot resolve the fault over the phone, Onecom will arrange for an engineer to attend the Site at a time agreed with the Customer to restore the Broadband Service and/or Telephone Service.
- 3.4 Onecom will endeavour to, but does not guarantee to, restore the Broadband Service and/or Telephone Service.
- 3.5 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.
- 3.6 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 3.5.
- 3.7 The Assured Products do not cover:
  - 3.7.1 any damage to or faults with any equipment beyond the Master Socket or NTE used to supply the Telephone Service or Broadband Service;
  - 3.7.2 any faults with any wiring not maintained by BT Openreach, including but not limited to the internal wiring within the premises; or
  - 3.7.3 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.
- 3.8 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.

## 4. Fraud Monitor

- 4.1 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.
- 4.2 Onecom will first notify the Customer by email and then immediately apply call bars to any lines where fraudulent activity is suspected or detected.
- 4.3 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).
- 4.4 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.
- 4.5 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.