

SERVICE SCHEDULE - VOICE SAFE SERVICES

- 1.1. Subject to payment of the applicable Charges, Class will provide a Voice Safe Service to the Customer whereby:
 - 1.1.1. We shall use reasonable endeavours to ensure that Class does not experience call fraud in relation to numbers registered on the Customer's account; and
 - 1.1.2. any outbound calls to numbers that Class is aware of that:
 - 1.1.2.1. could be used in a fraudulent way; or
 - 1.1.2.2. are being used in a fraudulent waywill be barred from being called at the carrier level and, where Class maintains the customer equipment, at equipment level. This bar may be removed at the Company's sole discretion.
- 1.2. The Charges for the VoiceSafe service will be per line per month and payment will be due in accordance with Clause 10 of the Class Networks Business Terms and Conditions Effective 1st November 2015. The number of lines per telephone number will be calculated by the number of live lines associated to the service/telephone number where the line rental may or may not be billed by Class.
- 1.3. Subject to Clause 1.4 and Clause 13 of the Class Networks Business Terms and Conditions Effective 1st November 2015, if the Customer experiences call fraud in relation to numbers registered on the Customer's account, Class will pay compensation to the Customer of up to a maximum amount of £10,000.00 to cover this fraud for call fraud instances in excess of £125.00.
- 1.4. The Customer acknowledges and agrees that:
 - 1.4.1. payment of the VoiceSafe compensation pursuant to Clause 1.3 will require a valid Crime Reference Number for the fraud incidence in question and will not be payable should the outbound fraud calls be generated to numbers belonging to the Customer; and
 - 1.4.2. Class will only provide the VoiceSafe service to the Customer on numbers capable of making outbound calls on one or more of the Networks that Class has registered the Customer to have access to, but only where Class receives the call traffic costs. Where fraud calls are made on a network not supplied and billed by Class then the VoiceSafe service cannot be provided and no compensation will become payable in the event that fraud calls are billed directly to the Customer by other call providers.