



Toll Fraud (also known as dial-through fraud) is very common in the UK. It occurs when someone “hacks” into your telephone system, ISDN, analogue lines, SIP lines, or Network with the specific intention of running up very large bills. This goes completely undetected and the only time you will know about it is when you receive your next phone bill.

For this reason, Arrow have created a fraud protection service to help you deal with any unfortunate and unforeseen phone system hacks.

Many people may have heard of Toll Fraud but mistakenly believe that it doesn't happen in the UK. In fact, the UK is one of the top 5 countries in the world where toll fraud occurs and 40% of companies have been hit at some point. It is believed that Toll Fraud costs UK businesses over one billion per annum and this figure is set to increase substantively.

## Arrow Fraud Protection – Terms and Conditions

1. The protection service applies on a per circuit/CLI basis, whereby the customer has paid for the service on that circuit/CLI.
2. Where spend from a single CLI to all destinations surpasses £500 in a monthly period, Arrow will contact the customer to advise of the spend and to ascertain the validity of the usage. The customer will then confirm if the call activity is genuine or not.
3. If the activity is deemed to be fraudulent, a case is then logged for investigation.
4. Where Arrow provide and/or maintain the phone system, an international call bar (if not already in place) can be placed at the customer's request, until the method of the fraudulent activity has been resolved.
5. Where Arrow does not supply and/or maintain the phone system, the customer is responsible for the security of the telephone systems and associated networks.
6. Any call bar can be lifted upon request by the customer at any time.
7. Arrow Fraud Protection is limited to 1 claim per year of £500 for analogue lines, £750 for ISDN2 and £1,000 for ISDN30, and you, the customer will be liable for any additional amounts that exceed the limits set out in this paragraph.



8. If you would like to opt out of Arrow's Fraud Protection, you can cancel by sending an email to [fraudprotection@arrowcommunications.co.uk](mailto:fraudprotection@arrowcommunications.co.uk). The service will then be permanently removed in the subsequent month.
9. In the event of any fraudulent activity without our fraud protection service, you, the customer would be liable for all call charges in full.

**The charge for this service is £1.99 per analogue CLI per month, £2.99 per ISDN2 circuit per month and £9.99p per ISDN30 circuit per month. All charges for this service exclude VAT.**