

Commsgroup

Level 3, 45 Clarence Street
Sydney NSW 2000 Australia

REQUEST TO UNBLOCK HIGH RISK DESTINATION - China

Unfortunately, Toll Fraud is a common risk in the telecommunications industry. CommsGroup and its partners have implemented key strategies to reduce the risk of toll fraud on behalf of its clients along with comprehensive alerting and monitoring systems. However, as malicious actors continue to become more sophisticated, the complete elimination of toll fraud is unlikely.

As part of this key strategy, CommsGroup retains a list of high risk calling destinations that are frequently exploited. These high risk destinations are blocked by default at a network level.

Customers from time to time may have a legitimate reason to require calling to these destinations, therefore we need to ensure that customers understand that the responsibility for avoiding toll fraud ultimately rests with the client and that the client understands that the removal of blocking mechanisms may increase the risk of fraud. As such, our policy is that the customer should explicitly agree to accept the associated risks of unblocking the high risk destination.

Limitations to International Calls to China

Due to strict spam monitoring and regulations on communications terminating to China, access to international calling to China is now blocked by default on our network. Access can be requested by filling in and submitting the below application form.

This form requires your agreement to be compliant with the below requirements.

- Make no calls with a duration shorter than 3 minutes.
- Make no unsolicited marketing calls.
- Make minimal repeat calls from the same number in a rolling hour.
- Make no calls from invalid, modified or spoofed origination (From) numbers.
- Any international calls from a Chinese number will be blocked.

Access is provided and can be removed at our discretion. Access does not guarantee calls will not be blocked. Comms Group commit to actively maintain our international calling routes to deliver the most reliable service, however, cannot provide a guarantee for these calls.

Date	
Customer	
Supplier	Commsgroup Operations Pty Ltd ACN 140 249 261

Country	China
Reason for unblocking	
Date of Commencement	

It is agreed between the Customer and Supplier that the Supplier will not be held liable for any toll fraud event that occurs as a result of unblocking the high risk destination. Further, the customer accepts and agrees to pay for any call charges that relate to the toll-fraud event where the calls originated from the Customer's network or on the Customer's account, even if those calls were unauthorised. Customer agrees that these charges will be paid in full within 30 days of invoice.

This is agreed on behalf of the Customer's representative

Signature

Representative Name

Position/Title