Terms & Conditions for Safeguard

This service, which is chargeable, will operate to bar calls by a CLI (telephone number) where calls from that CLI to destinations other than UK geographic or UK mobile numbers totaling over £500 have been made within a 24 hour period. The parameters are as follows:

Automated Call Barring

- The Service Operates on a per CLI basis (i.e. the service will be applied to all CLIs where the service is paid for)
- The Service only operates on CPS (Carrier Pre-Select) calls. These are calls that are routed over an alternative carrier to BT
- When spend by a single CLI to all destinations other than UK geographic or UK mobile reaches £500 within a 24-hour period, further calls from that CLI will be barred. This bar will apply to all destinations including UK geographic and UK mobile.
- The activation of the call bar will generate an email from our supplier notifying us that the bar is in place. We will then in turn endeavour to notify the customer that the call bar is in place.
- The call bar can be lifted upon request by the customer, subject to us being able to authenticate that the request is genuine.
- Where we are not the telephone system maintainer, the customer will be liable for the full value of all fraudulent calls made for 30 days after any call bar is lifted at the request of the customer.

Guaranteed Charge Limit

- As a result of the Automated CLI Call Barring, charges for CPS calls to the relevant destinations will be limited to £500 for as long as the bar remains in place.

Cost of the Service

- The charge for this service is £1.99 per analogue CLI per month, £2.99 per ISDN2 circuit per month and £10.99 per ISDN30 CLI per month.

All values mentioned exclude value added tax
The £500 threshold is based on the wholesale cost of the calls