



## NEXTERA COMMUNICATIONS TOLL FRAUD POLICY

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### **Toll Fraud**

Toll Fraud is the theft of long-distance service. It is the use of phone lines, services or equipment without authorization to make long distance calls. Like computer hacking, it's illegal.

There are numerous ways that Toll Fraud occurs, but gaining remote access to voicemail and PBX phone systems by third parties are classic examples. When businesses own their phone system, it's essential they be proactive by taking preventive measures that secure the system to help eliminate Toll Fraud. When businesses fail to maintain system security or have vendor-based support that's vulnerable to third party access, Toll Fraud can occur.

### **Liability**

Nextera provides customers with a suite of product and service offerings, giving them the responsibility to choose and completely control their Customer Premises Equipment (CPE). Nextera respects the rights of customers to decide which products meet their needs and how they choose to connect these products within their networks. As a result of the customer's freedom to control their CPE, the customer (not Nextera Communications), is responsible for system security and Toll Fraud prevention. The customer is also responsible for paying all charges incurred as a result of any fraud, Toll Fraud, and any misuse or abuse of services and products – whether or not these activities are unknown to the customer. Regardless of actions taken or not taken by Nextera, the responsibility for payment of charges resulting from illegal activity is that of the customer.

### **Compliance**

Immediately contact Nextera Customer Support at 877-639-8372 if you suspect Toll Fraud, and inform your PBX and voicemail vendors. Tell your representative how the fraud occurred (if known) and of any actions or equipment modifications you have taken to stop the Toll Fraud.

Once suspected Toll Fraud is reported to Nextera, we will promptly begin an investigation and may take immediate action. Actions Nextera may take (but are not limited to) include blocking, suspending or limiting a customer's long distance services. Customer cooperation is mandatory throughout the investigation, and includes providing Nextera Communications with any information or documentation required.