



# Toll Fraud Policy

**This Toll Fraud Policy defines toll fraud and specifies responsibilities and actions the customer and Summit Broadband will take to address such fraud.**

## Toll Fraud

Toll fraud is the theft of long-distance service. It typically occurs when a party gains remote access to the Customer's PBX, soft switch, or key system located at the customer's premise. Toll fraud may also occur through unauthorized use of the customer's calling cards.

## Compliance

Customers should immediately notify Summit Broadband of suspected Toll fraud by calling the Summit Broadband Customer Care Center. Be prepared to identify the means by which the fraud occurred, if known, and any modifications made to Customer Premise Equipment (CPE) in an attempt to stop the toll fraud. Upon notice, Summit Broadband will investigate any suspected toll fraud, and may block, suspend, or otherwise limit the ability of the service to prevent continued toll fraud. Customer agrees to cooperate with Summit Broadband in the investigation, including the reporting of such incidents to the appropriate field office of the Federal Bureau of Investigation. Customer agrees to provide Summit Broadband with such information and documentation as Summit Broadband may request, including any reports, testimony or affidavits submitted to law enforcement.

## Liability

Summit Broadband is dedicated to leading the industry in providing quality, user-friendly network services and CPE. As part of that commitment, Summit Broadband respects the right of its customers to choose the Summit Broadband services and equipment that meet particular customer needs, so long as the use is lawful and does not violate Summit Broadband's policies and procedures. The freedom of the customer to choose among Summit Broadband's diverse service applications and the customer's exclusive control of CPE means that the customer, and not Summit Broadband, is capable of addressing and preventing toll fraud. **IT IS THE EXCLUSIVE RESPONSIBILITY OF THE CUSTOMER TO PREVENT THE OCCURRENCE OF FRAUD**, and the customer is responsible for payment of any charges incurred due to fraud (including toll fraud), abuse, or misuse of the services, whether known or unknown to the customer, and whether or not Summit Broadband takes any actions to stop or block toll fraud.