

### Outbound Calling Waiver

Hackers use sophisticated ways to compromise phone systems so that they can make fraudulent calls, especially to high-cost destinations. To protect you and us, we have divided calling destinations into tiers:

- Tier 0 – US and Canada – available by default
- Tier 1 – International low-risk – available on request
- Tier 2 – International medium-risk – available with this Waiver
- Tier 3 – International high-risk – available with this Waiver. A deposit may also be required.

If you would like to remove any of these restrictions, please indicate below (check all that apply):

Enable calls to Tier 1 destinations

Enable calls to Tier 2 destinations

Enable calls to Tier 3 destinations. (Are you sure? These are generally destinations that are rarely called except by hackers.)

We will remove calling restrictions to the destinations above upon your acceptance of the following terms.

You agree that you are responsible for all charges for any calls made directly or indirectly (e.g., through call forwarding) from any Customer system or device.

Initial

You agree that we may suspend calling to any destination if we have reason to suspect fraud.

Initial

You do not agree that we may suspend calling to any destination if we have reasonable cause to suspect fraud. (By choosing this option, you agree that we may require a deposit against possible fraudulent calls.)

Initial

If you chose to include Tier 3 destinations, you agree that we may apply special restrictions, including limiting the number of concurrent calls that may be placed to these destinations.

Initial

I agree with the terms above and have the authority to bind the Customer named below to these terms. I further agree that the terms of this waiver remain in effect until I request this waiver to be withdrawn.

Customer Name:

Signature:

Title:

Date:

Please fax to 231-946-8954 or scan/email to [waiver@appiaservices.com](mailto:waiver@appiaservices.com)