



Request Form to Unblock Blocked Destinations

This request form sets out the risks to the Customer and responsibilities the Customer must accept when requesting the unblocking of certain numbers ("Unblocked Destinations") under the Customer's contract for BT Cloud Phone.

1. To protect the Customer from spam on inbound calls and fraud on outbound calls, Customers are, by default, blocked from calling certain destinations ("Blocked Destinations"). Customers should be aware that Blocked Destinations may change at any time and that certain destinations that are blacklisted cannot be unblocked. BT may, upon the Customer's request and in its sole discretion grant the Customer access to a Blocked Destination. Customers must be aware that BT recommends against unblocking Blocked Destinations because they are frequently implicated in fraudulent calling schemes and represent substantial fraud risk to the Customer.
2. If the Customer completes and submits this request form, the form will be reviewed and approved at BT's sole discretion. If approved, the requested inbound caller IDs and/or outbound destinations will be unblocked ("Whitelisted").
3. If the request is approved, the Customer acknowledges and agrees that the Blocked Destinations to which it has requested access are frequently implicated in fraudulent calls and the Customer will be responsible for:
 - (i) ensuring that the relevant passwords and PINs on all mailboxes on its accounts are updated to the strongest levels allowable. For numeric, use a number that is personal and easy to remember;
 - (ii) ensuring that the network used by the phone is secure;
 - (iii) assuming the risk and cost of any fraud resulting from Whitelisted destinations;
 - (iv) monitoring for fraud on its accounts;
 - (v) ensuring that its account is not used in any fraudulent scheme to make calls or faxes to or from these Unblocked Destinations;
 - (vi) continuously monitoring its accounts for fraudulent or improper use.
4. In the event that the Customer's account is used fraudulently in connection with Unblocked Destinations, BT reserves the right to immediately and irrevocably deny the Customer's account access to the Unblocked Destinations.
5. The Customer may also opt to have a spending limit set on their account in order to limit the costs incurred in the event of unauthorised use of their telephone.
6. Access to Unblocked Destinations is provided subject to the contract for BT Cloud Phone which consists of:
 - the Order Form;
 - the BT Price List;
 - the Service Schedule;
 - the Conditions.
7. I confirm that by signing below, I:
 - (i) am authorised to do so on behalf of the Customer; and
 - (ii) accept and understand that this request is subject to BT's acceptance; and
 - (iii) accept and understand that the request is subject to BT's standard terms and conditions for BT Cloud Phone as set out above; and
 - (iv) confirm that the Customer has the right to request use of the numbers set out below.

Request Form to Unblock Blacklisted Destinations

8. Requested Whitelisted Destinations:

Provide the list of destinations to which the Customer would like access.

Desired Destinations (Country and/or number)

IF YOU ARE NOT WILLING TO ASSUME THESE RISKS AND RESPONSIBILITIES, DO NOT SUBMIT THIS REQUEST FORM.

Signed on behalf of the Customer by:
Name:
Signature:
Position in Company:
Date:

Email address for submission: bt.cloud.phone@bt.com

9. Approved Whitelisted Destinations:

List of destinations to which the Customer has been given access.

Whitelist Destinations (Country and/or number)	Date Destinations Whitelisted from:

Approved on behalf of BT by:
Name
Signature
Position in Company
Date