



UBOSS FRAUD PROTECTION

VanillaIP provides automated credit locking to protect against toll fraud. Alerts and credit thresholds can be configured against customer groups or specific users in Uboss. Take away the risk and the hassle. Uboss never sleeps.

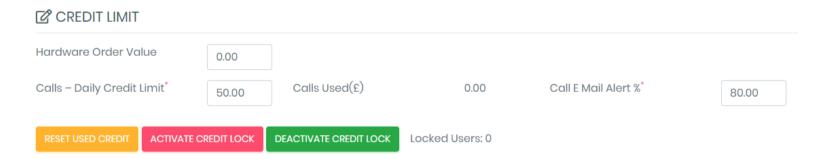
Summary

With Uboss you are now able to credit lock individual users and customer groups. This feature is designed to protect you against Toll Fraud and hacking. There are two types of credit locking; Manual Credit Lock and Automatic Credit Locking. Manual Credit locks can be activated via the VanillaIP Uboss Provisioning Portal, automatically barring the specific extension or all extensions within the business.

User Level Credit Lock

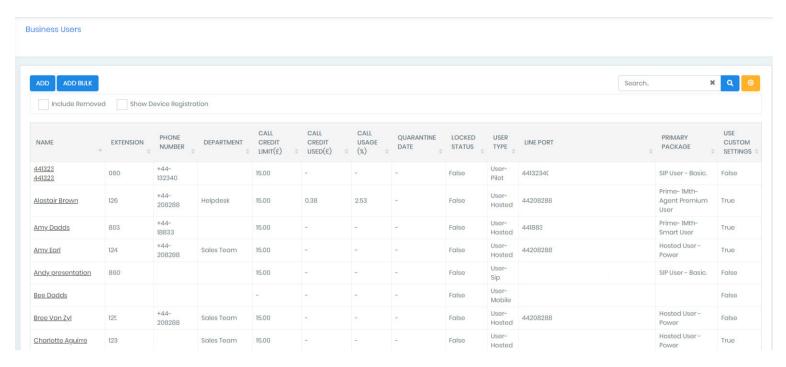


Business Level Credit Lock



Automatic Credit Locks allows credit limits to be put against a User and/or a Business level; once this limit has been reached the account will be locked. Users/Administrators will be sent an email when they have reached 80% of their limit, and extra credit can then be added to their account. When a user account has been locked it will bar all devices (including Shared Call Appearance). The user will not be able to make any new calls from their extension while the lock is active, typically stopping toll fraud and hacking. Other unaffected company extensions will not be barred.

Business Level Credit Lock



CDR's are rated in Uboss in real time, depending on time of day the lag can be between 15 minutes and 75 minutes. Once a credit lock has been applied it will bar any new calls from any device, including a user's Shared Call Appearance. The user will get a message informing them the extension has been barred.

Supported Features

Business Lock

- User Lock
- •Customised email alert (by percentage of call revenue)
- Personalised Credit Limits
- •Automatic re-set at the end of the month
- •Customers limits can be reset during the month with 2 options
- Unlocking the account will remove the current credit limit and double the allowed amount of spend
- If the account is unlocked and then the credit limit has been increased this new limit will apply for future months.
- •Existing spends for all Businesses and Users are visible at either the Client Business or User level in Uboss
- •24x7 access to the Credit Locking Feature

Service Availability

- •Hosted Business and Users
- •SIP Trunks Business Users

Emergency Calls

When credit locking has been activated, 999 calls can still be made.

Pricing

There is no charge for VanillaIP Credit Locking.

Customers only need to inform us of users with legitimate high call spend (i.e. over £50 per month). For these users the credit limit needs to be increased over the default limit.