

# Master Service Agreement:



## Annexure G: Addendum: International Dialing Activation Request and Responsibility Agreement

### Instructions:

1. Customer complete sections A, B, and C to request activation, or reactivation, of international dialing.
2. Email the completed and signed form to [info@onlinedirect.co.za](mailto:info@onlinedirect.co.za)
3. Online Direct support will confirm activation via email.

### A. Customer Account Details

1. Customer Name: \_\_\_\_\_
2. Account Number: \_\_\_\_\_

### B. International Dialing Request

1. Enable international dialing to all international destinations: (Y/N) \_\_\_\_\_
2. Specify international dialing destination numbers (if applicable): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### C. Customer Acknowledgement and Responsibility

1. By signing this document, the signatory warrants that:
2. He/she is duly authorised to request activation of services with Online Direct on behalf of the Customer.
3. The Customer is responsible for managing network security, endpoint (IP Phone) security as well as Online Direct's PBX user account security and all cyber security on their network, and the networks of employees consuming the Online Direct service.
4. The Customer accepts full responsibility for all call costs including charges resulting from security breaches, hacking, or unauthorised access resulting in fraudulent activity.
5. In the case of a previous call fraud incident, the source of any suspected call fraud has been investigated, blocked, and the security issue has been resolved.

### Customer Signature

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Counterpart Signer Initial here