

# NON-STANDARD HARDWARE ADDENDUM



Twin City VoIP  
DBA: Minnesota VoIP  
9217 17th Ave S, Suite 216  
Bloomington, MN 55425  
Phone: 612-355-7740  
<http://www.mnvoip.com>

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

Service address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Main Telephone Number: \_\_\_\_\_

By choosing to use a non standard firewall/network equipment to protect your VoIP equipment, you are accepting liability for exposure of your credentials, and the fraud that could result from these credentials being in the wrong hands. Please remember that it is THE CUSTOMERS OBLIGATION TO TAKE ALL MEASURES NECESSARY TO ENSURE AGAINST TOLL FRAUD. This includes but is not limited to using approved hardware, using complex passwords for all voicemail boxes and web portals. The customer is obligated for any charges due to toll fraud whether known or unknown. Please note that while MNVoIP reserves the right to block calling to certain countries. MNVoIP has no obligation to block International Calling or take any other actions. MNVoIP's decision to block or not block calling on any selected routes shall not impose any liability on MNVoIP or absolve the customer of any liability for toll fraud caused for any reason. MN VoIP takes all reasonable measures to insure the highest call quality and service while incorporating industry accepted security best practices. While MN VoIP does provide high levels of Security, the ultimate responsibility for preventing toll fraud resides with you, the customer. Upon the customer's request, MN VoIP can provide recommendations in a variety of areas to help mitigate the risk of unauthorized phone account and systems penetration, resulting in toll fraud. You, the customer, must be advised that by choosing to use non standard hardware you can be increasing the risk of unauthorized access to your account and/or equipment resulting in toll fraud. Please call our office at 612-355-7740 for further questions.

Customer Acceptance \_\_\_\_\_

Print name

\_\_\_\_\_

Signature

\_\_\_\_\_

Date

MN VoIP's Acceptance \_\_\_\_\_

Print name

\_\_\_\_\_

Signature

\_\_\_\_\_

Date