Billing & Payment Policy

Available Payment Methods



Direct Debit from Credit Card and PayPal (PayPal transaction fees apply*)



Online Credit Card Payment



Online PayPal Payment (PayPal transaction fees apply*)



EFT or BACS Payment – available only where this payment method has been pre-approved by VoIPcloud

*PayPal transaction fees are displayed within the Billing tab under the Bills and Payments section of the customer portal.

Billing & Payment Information

Electronic Invoicing and Billing Contacts

Invoices are issued electronically and sent to the email address provided during the signup process, as well as any additional contacts configured within the customer portal to receive invoices and receipts.

The customer remains solely responsible for ensuring that all contact and billing email details are accurate and kept up to date at all times. VoIPcloud accepts no responsibility for missed invoices, payment notices, or other communications resulting from incorrect or outdated contact information.

Billing contact details can be updated at any time by:

- Logging into the customer portal and updating the details within the **Account Details** tab under **Account Administrators**, or
- Providing written notice to support@uk.voipcloud.online.

All invoices include VAT by default. If your UK business is not registered for VAT, or your business is located outside The UK, UK VAT may not apply. To request VAT exclusion from your invoices, please contact support@uk.voipcloud.online.

Payment Processing Timeframes

Credit Card and PayPal payments are typically processed instantly.

Payments made via bank transfer (Direct Deposit) generally take an average of 2 business days to clear from your account to VoIPcloud's bank account and are not processed instantly.

Payments made via Direct Debit may take up to 2 business days to clear from your bank account to VoIPcloud's bank account and are not processed instantly.

Automatic Payments

VoIPcloud recommends enabling automatic payments through the customer portal to help ensure uninterrupted service and timely payment of invoices.

Automatic payments can be achieved by using Automatic top up arrangements for pre-paid billing accounts or by Direct debit arrangements for post-paid billing accounts.

They can be configured, updated, or disabled via the **Billing** tab within the **Bills and Payments** section of the customer portal.

Billing Period and Usage Charges
For the first month of service, subscription charges and any included value is calculated and added to the account on a pro-rata basis from the service commencement date through to the end of the calendar month.

Following the initial billing period, the standard billing cycle commences on the first (1st) day of each calendar month and concludes on the final day of that month. Monthly subscription charges are applied at the beginning of each billing period.

Calls, SMS, and other usage charges not included within a subscription or unlimited allowance are charged to the account balance as they occur (at the end of each call, and after an SMS is sent). This may result in the account balance becoming negative or exceeding the assigned credit limit.

Subscription fees and services cancelled or unsubscribed during an active billing period are non-refundable.

Prepaid Billing
Services are supplied on a prepaid basis by default.

Customers on prepaid billing are required to maintain a positive account balance at all times. If the account balance falls below zero, services will be automatically restricted until sufficient funds are added to the account.

Post-Paid Billing
Post-paid billing arrangements are available upon request and are granted solely at the discretion of VoIPcloud.

Customers approved for post-paid billing are invoiced in arrears for subscription fees, services, and usage charges incurred during the previous billing period. Invoices are issued on the first (1st) day of each calendar month.

Unless otherwise agreed in writing, payment terms for post-paid accounts are fourteen (14) days from the invoice date.

A security deposit equivalent to approximately one month of expected subscriptions and usage is required for all post-paid accounts. Where account usage or subscription commitments increase over time, VoIPcloud will request an additional security deposit in order to extend the approved credit limit.

Late payment fees and service suspension charges apply to post-paid billing accounts only.

If an invoice remains unpaid for more than seven (7) days past the due date, a late payment fee of £8.33 excluding VAT will be applied to the account.

If an invoice remains unpaid for more than thirty (30) days past the due date, services will be suspended. A £25.00 excluding VAT reactivation fee will apply before suspended services are restored.