Critical Information Summary

Hosted PBX VoIP

Service Information

VoIPcloud provides a cloud-hosted VoIP PBX (telephone system) service for customers, allowing for calls to be placed and received over an internet connection.

Included features

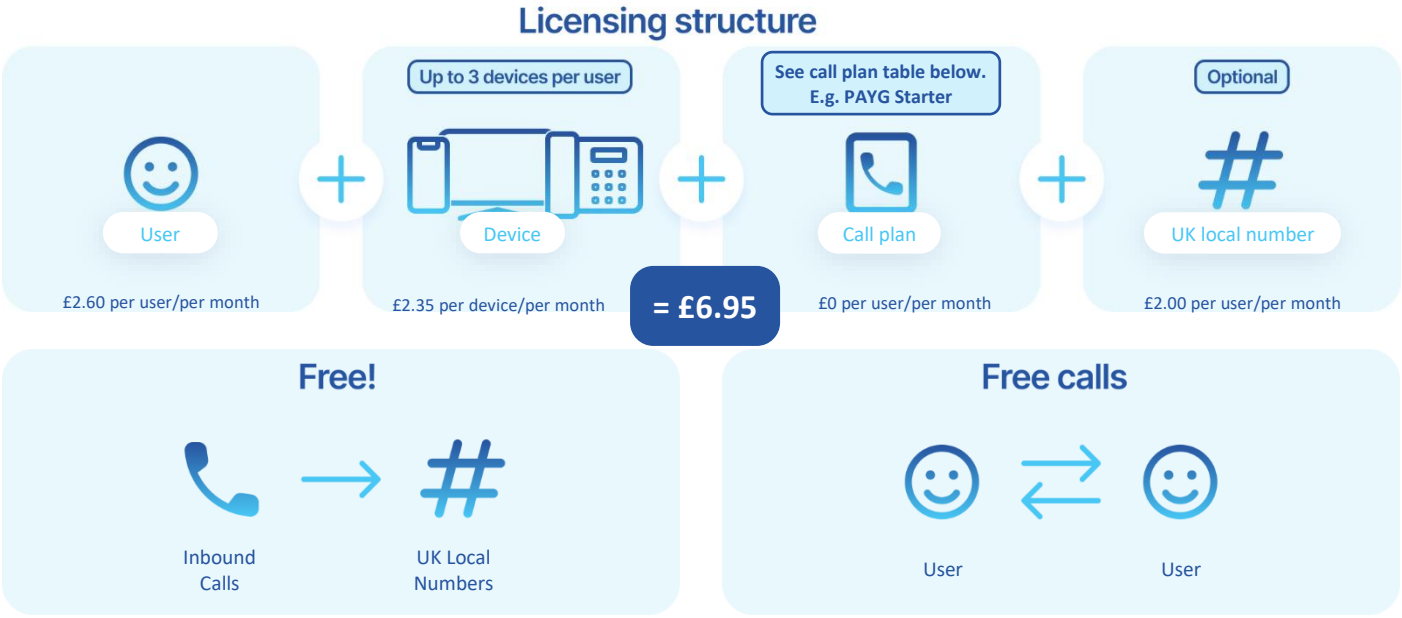
A full call routing feature set is included; IVR menus, call queues, ring groups and more. We constantly expand our feature set, view the complete feature list here. Customers have access to an online portal to configure their hosted PBX service call flow and check usage information.

Limitations

- An active internet connection is required.
- Call quality is dependent on the quality and stability of your internet connection.
- VoIPcloud does not provide access to Premium call services such as 070, 084, 087, 09 and 118 numbers.
- Caller ID cannot be guaranteed to international destinations.
- Service does not include battery backup power supply for internet service provider's equipment or customer equipment. You will not be able to make calls during a power outage, including calls to emergency services.
- Accounts running in trial mode have certain service limitations to maintain system integrity.

Pricing and Billing Information

All pricing is GBP and excludes VAT.



Call plans	PAYG Starter	Unlimited UK*	Unlimited World*	CC Value
Monthly fee	£0	£6.00	£10.00	£6.00
UK/Ireland landline call rates (01, 02, 03, 056)	1p per minute	Unlimited*	Unlimited*	0.36p per minute for UK 01/02 only 0.72p per minute for UK 03 only 0.96p per minute for UK 56 only
UK/Ireland mobile call rates (O2, 3, Vodafone, EE, Orange, Virgin Mobile)	4.8p per minute	Unlimited*	Unlimited*	0.96p per minute for the UK only
UK 0800 & 0808 call rates	Free	Free	Free	Free
International call rates	Varies	Varies	Varies & unlimited 50+ countries#	Varies
Included value	-	-	-	Includes up to £6.00 of call value.

*Unlimited calls are subject to our acceptable use policy.
^Outbound calls placed to UK/Ireland (or UK only for CC Value) destinations outside of included value are charged in one-second increments.
£0.01 minimum call charge applies to PAYG Starter and CC Value only.

Advanced features

Fax-to-email is £4.16 per fax-to-email PBX object per month. Integrations (CRM, API, Webhooks, Zapier) are £2.25 per user per month. All integration features are activated with one subscription for the entire account, with pricing calculated automatically based on user count. Call recording storage plans can be selected for your call recordings, with subscriptions paid monthly or pay-as-you-go. Outbound SMS plans can be selected for SMS-enabled phone numbers, with subscriptions paid monthly or pay-as-you-go.

Call diversions

Diversions from a user object are charged per the outbound call rate for the user's selected call plan. Diversions from a call diversion object are charged per the outbound call rate as the PAYG Starter call plan.

Additional pricing information

Minimum term: one month. Call plans have rounding of three decimal places when excluding VAT and rounding of four decimal places when including VAT, no flag fall, no exit fees or early termination fees, and no set-up fees with no requirement to bundle anything with this service. If included call, SMS, or call recording storage value is fully used within a calendar month, excess usage charges will apply. Any unused value does not roll over to the next month. Porting fees are included on number porting forms. If a number is removed or cancelled from your account, reactivation may incur a fee. Contact support to request reactivation, and they'll confirm any charges before proceeding.

International destinations

International rates and free calls to 50+ countries may change without notice. Calls are billed in 60-second increments. You can check the latest call rates and any free destinations for each call plan in the customer portal under billing > rates search. To protect against fraud, we block certain high-risk international destinations. If you need access to a blocked destination, please contact our support team.

Billing information

Services are supplied on a prepaid basis by default. New monthly subscription services are charged to the account balance on a pro-rata basis from the service start date till the end of the month. After this, your monthly subscription is charged at the start of each month. Call charges that are not included in or unlimited are charged to the account balance at the end of each call, making it possible for the account balance to go negative or below the assigned credit limit. Services unsubscribed during a billing period are non-refundable. We recommend setting up automatic payments via our customer portal. Pre-paid billing requires you to maintain a positive account balance at all times, the service will be restricted automatically if you fail to maintain a positive account balance. Post-paid billing is available on request at the discretion of VoIPcloud. We invoice you at the start of each month and provide 14-day payment terms. A security deposit equal to one month's usage is required; if subscriptions and call charges increase over time VoIPcloud may request an increased security deposit to extend your post-paid billing credit limit. Non-payment and service suspension charges apply to post-paid billing accounts only. If your bill is overdue for over 7 days your account will be charged a £8.33 late payment fee. If your bill is overdue for over 30 days your account will be suspended and if your account is restored a £25.00 suspension fee upon restoration.

Customer Service Information

Our team can help you with technical support, account or sales questions. Give us a call at +44 20 3411 1310, or email us at support@uk.voipcloud.online. Support hours are listed on our website.

Complaints

If you are unhappy with your service, you can follow our dispute resolution process here.

Ofcom Ombudsman Services

We encourage you to always contact us first, we will do our best to resolve this on the first contact. If you wish to contact Ofcom Ombudsman Services you reach them by phone at 0300 123 3333 or online here.

This CIS is a summary only. Contact VoIPcloud Wholesale for further information or visit our website for full terms and conditions.

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