

0800 / 0808 / 03 International Inbound numbers



CRITICAL INFORMATION SUMMARY

Information about the service

VoIPcloud provides inbound number services, 0800/0808/03 and international numbering, with advanced call flow functionality, for business customers. Calls received to 0800/0808/03 or international inbound numbers can be configured with advanced call flow features, and answered on a VoIP compatible device using the customers internet connection, or diverted to an external service of number.

Included features

A full feature set is provided and there are no limitations in functionality or features. Customers will have access to an online portal which will allow complete control over the call flow configuration of their inbound number service. Online knowledgebase articles, online chat, email and over the phone support is provided to the customer.

There are no monthly subscription charges for access to advanced call flow features such as, IVR menus, call queuing, ring groups, voicemail to email, time-based routing, call recording to email and more. Access to all advanced call flow feature sets are included in the monthly subscription charges.

Information about billing and pricing

Inbound number services provided by VoIPcloud are supplied on a prepaid billing model. Sufficient credit must be maintained on the customer billing account at all times, to ensure there are no service interruptions. Prepaid billing models with a negative account balance will automatically have inbound and outbound services restricted. Post-paid billing models with 14-day payment terms, are available on customer billing accounts at the discretion of VoIPcloud, and a security deposit to cover one month's usage would be required. VoIPcloud may request an increased security deposit should monthly subscriptions and charges increase.

Customers will be provided with a username and password to access an online customer portal, which will allow the ability to control account billing, invoices, payment receipts and history, service subscriptions, and usage reporting. Inbound number service usage reports will be automatically emailed to the customer on the 1st calendar day of each month. VoIPcloud does not provide paper-based invoices, invoices will be emailed through to the nominated email addresses, configured from inside the online customer portal, every time a payment is made.

Automatic payments can be setup from stored bank cards, direct debiting facilities or a PayPal account, configured from inside the customer portal.

Service contract term

The minimum contract term with all inbound number services is one month from the 1st calendar day of each month. This is also known as a month to month rolling term. New inbound number services are billed on a pro-rata basis from the day of the new service subscription, to the end of the calendar month. Services unsubscribed during a billing period are non-refundable. Inbound number services can be subscribed to, or unsubscribed from, inside the online customer portal.

A maximum of one calendar month's cancellation notice is required for all inbound number services, except customer accounts on a trial status, no cancellation notice is required for any trial account. Cancellation of services are conducted through the online customer portal, or in writing to our support department. No early termination fees apply for inbound number services.

Monthly charges & included packages (GBP including VAT)

The minimum and maximum monthly charges with inbound number services will depend on a range of factors. These factors included the quantity of 0800/0808/03 or international inbound phone numbers, and the total inbound call charges outside any included value of minutes.

The minimum monthly charge for the 0800/0808 number would be £0.99 plus the number of minutes received/answered at 3.6p per minute, rated at 60 second intervals.

The minimum monthly charge for the 03 number would be £0.99. Inbound calls received/answered are free of charge.

The maximum monthly charge with all inbound number services is not limited or calculable however, will work out to be the quantity of 0800/0808/03 inbound numbers times by £0.99 plus inbound call charges.

Inbound number service subscriptions are charged to the customers billing account on the 1st calendar day of each month. Inbound number service subscriptions apply monthly regardless of how much the system was used in any particular monthly. 30-days notice will be provided in the event of a subscription fee change in advance, should the change be in relation to a service subscribed to the customer. Inbound number service subscriptions and call rate charges may be subject to change from time to time. International inbound numbers are subject to change without notice.

Inbound call rates

Inbound calls are charged in 60 second increments, with no flag falls or connection charges applying. Diversion fees apply on all 0800/0808/03 inbound number services not answered on a hosted PBX user.

Inbound call rates assigned to 0800/0808 plans are £0.036 GBP inc VAT per minute, received from UK landlines, or mobile destinations.



Full information on all 0800/0808 inbound number service call plans and rates, can be found from inside the online customer portal, <https://uk.voipcloud.online/customer>

Cancellation, payment and activation charges

There is no cancellation fee with inbound number services however, the maximum charge is the total amount of the monthly service subscriptions. As an example, if you have 2 service subscriptions for the 0800/0808/03 numbers, the maximum charge would be £1.98 GBP including VAT.

The table below outlines the charges that are applicable for late payments on post-paid customer billing accounts and account suspension reconnections. Invoices for post-paid customers that are overdue by 7-days will be issued a £10.00 late payment charge. This charge does not apply to prepaid customer billing accounts. Customer accounts that are suspended for non-payment will be issued a £30.00 charge for the reconnection of service. Porting fees apply for inbound number services.

Service limitations and restrictions

- 0800/0808 toll-free inbound numbers cannot be dialled from outside of the United Kingdom. It is highly recommended to advertise a geographic number for your overseas callers.
- 0800/0808 toll-free inbound numbers are not SMS enabled.
- 0800/0808 toll-free inbound numbers cannot be used as caller ID within the United Kingdom.
- 0800/0808 toll-free inbound numbers cannot accept calls from payphones.

Service suspension and cancellation for non-payment

If a billing account is overdue by more than 30-days, VoIPcloud reserves the right to suspend the service. Should the billing account remain overdue for more than 60-days, the service will be cancelled and all inbound numbers (DDI's) will be released. Numbers, once released, cannot be re-connected.

Description	Price GBP (inc VAT)
Post-paid account late payment charge	£10.00
0800 ported number (per number)	£24.00
Reconnection of suspended service	£30.00
International number new or ported	\$POA

Call diversion rates

Call diversions to external numbers can originate from various features from within the call flow configuration, a User, Call Queue, Ring Group, Call Diversion, and DISA objects.

Call diversions that originate from a User feature will be charged the rates that are associated with the call plan assigned to that specific User. Call diversions that originate from any feature outside the User object will be charged at the rate of £0.01 GBP inc VAT per minute to a UK landline, and £0.0475 GBP inc VAT per minute to a standard UK mobile (O2, 3, Vodafone, EE, Orange, Virgin). Call diversion rates are applicable to all 0800/0808/03 inbound number services that have external answering points configured. The cost for a 2 minute diversion call to a standard UK mobile (O2, 3, Vodafone, EE, Orange, Virgin) from a 0800/0808/03 inbound number service would be £0.095 GBP inc VAT.

Additional information

Account balances and service usage information can be obtained from within the online customer billing portal: <https://uk.voipcloud.online/customer>

This document only outlines the critical information summary and should be read in conjunction with the VoIPcloud Master Services Agreement, Voice (IP) Service Schedule and SLA, Porting Terms and Conditions, and service policies. A full set of terms and condition can be located at <https://uk.voipcloud.online/legal>

Customer service details



You can contact us
on 020 3411 1310



Support requests can also be emailed to
support@uk.voipcloud.online

Complaint resolution

If you wish to make a complaint, please contact VoIPcloud using details published on our website. We take complaints very seriously and assure you that any matter you raise will be carefully investigated. However, if you have exhausted all venues for resolving your complaint within VoIPcloud and are still not satisfied with the outcome, you may seek further assistance from Ofcom Ombudsman services by phone on 0330 4401 614.



**Instant activation,
online portal,
free advanced routing
features.**