

### Service Information

03 numbers are non-geographic business numbers that can be dialled by the caller at the cost of a national call. 0800 and 0808 numbers are non-geographic business numbers that can be dialled by the caller at no charge for the caller. International numbers are virtual numbers in various geographical locations that are routed to your phone system via the internet and allow callers to dial the number within their geographical area. Calls are then directed using our Hosted PBX, following the call flow you configure. Incoming calls can be answered on a VoIP-compatible device (requires Hosted PBX or SIP Trunk service) using your internet connection or diverted to an external service number.

#### 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

- 0800/0808 numbers cannot be dialled from outside of the UK. We recommend using a geographical number for your overseas customers.
- 0800/0808 numbers cannot be used as caller IDs within the UK.
- 0800/0808 numbers are not SMS enabled.
- 0800/0808 numbers cannot accept calls from payphones.

### Pricing & Billing Information

All pricing is GBP and excludes VAT.

Call Plans	0800/0808	03
Monthly fee	£3 plus calls	£2 plus calls
Inbound call rates	3p per minute <sup>^</sup>	0p per minute <sup>^</sup> , excluding diversions

All call plans and services are subject to our [acceptable use policy](#).  
<sup>^</sup>Inbound calls are charged in 60-second increments.

#### 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 is purchased in [package](#) subscriptions paid monthly, with included minutes, excess usage applies.

#### Call diversions

Diversions from a user object are charged per the outbound call rate for the user’s selected call plan. No diversion charge to answer calls on VoIPcloud PBX. The following rates apply for diversions from a call diversion object: No diversion charge for 0800 numbers to UK landline (01, 02, 03, 056) and UK mobile (02, 3, Vodafone, EE, Orange, Virgin Mobile, UK Free phone 0800/0808) numbers, excluding satellite phone numbers. Diversions to other destinations and diversions from 03 UK-wide numbers are charged per the outbound call rate of 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 requirement to bundle anything with this service. There is a \$20 porting fee applicable per 0800/0808 number. Porting resubmission fees apply if a rejection occurs due to incorrect information provided by the customer of \$20 per 0800/0808 number. Activation, porting and rejection/resubmission pricing for international numbers can be provided by our number management team. Activation, porting and rejection/resubmission pricing for 03 numbers can be found on the porting form.

#### International destinations

International number activation and number porting fees vary. International rates and free calls to 50+ countries are subject to change without notice and are accessible [here](#). We block international destinations that have been identified as high-risk. If you require access to a particular high-risk destination, please contact support. A list of high-risk destinations can be found [here](#).

#### 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](mailto: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, valid as of November 2023. Contact VoIPcloud Wholesale for further information or visit our [website](#) for full terms and conditions.

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