

# For Call Centres

## CRITICAL INFORMATION SUMMARY



Hosted  
PBX



SIP  
Trunking



Professional  
assistance

### Information about the service

VoIPcloud provides a cloud hosted call centre PBX (telephone system) service for business customers, that allows for calls to be placed and received over an internet connection. The service is hosted in a fully redundant environment housed in the Amito DC facility in Reading, England.

### 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 cloud hosted call centre PBX 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

Call centre 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.

Call centre service usage reports will be automatically emailed to the customer on the 1<sup>st</sup> 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 call centre services is one month from the 1<sup>st</sup> calendar day of each month. This is also known as a month to month rolling term. New call centre 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. Call centre 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 call centre 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 call centre services.

### Monthly charges (GBP including VAT)

The minimum and maximum monthly charges with call centre services will depend on a range of factors. These factors included the number of user and device licenses, quantity of inbound phone numbers (DDI's), the amount of call plans assigned to users, and the total call charges outside any included number of calls or included value of minutes.

The minimum monthly charge with a single user assigned the Call Centre A plan, would be £4.95 plus the amount of outbound minutes placed to all destinations, charged at the rates assigned to the Call Centre A call plan.

The minimum monthly charge with a single user assigned the Call Centre B plan, would be £7.95 plus the amount of outbound minutes placed to all UK destinations outside the £3.00 included value, charged at the rates assigned to the Call Centre B call plan.

The minimum monthly charge with a single user assigned the Call Centre C plan, would be £14.95 plus the amount of outbound minutes placed to all UK destinations outside the £10.00 included value, charged at the rates assigned to the Call Centre C call plan.

The maximum monthly charge with all Call Centre services is not limited or calculable however, will work out to be the number of user's times by the selected user call plan subscription charge (Call Centre A, Call Centre B, Call Centre C), the number of inbound fax to email licenses at £4.99 per license, the number of Microsoft Teams integration licenses at £4.99 per license, the quantity of inbound numbers (DDI's), and the number of minutes placed to destinations outside any included value.

Call Centre service subscriptions are charged to the customers billing account on the 1<sup>st</sup> calendar day of each month. Call Centre 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. Call Centre service subscriptions and call rate charges may be subject to change from time to time. International rates are subject to change without notice.



Full information on all call centre service call plans and rates, can be found from inside the online customer portal, or on request from our support department. <https://uk.voipcloud.online/customer>

## Outbound call rates

Each Call Centre service user in the customer portal must be assigned their own call plan to make outbound calls. Users without a call plan assigned will not be able to place outbound calls. The customer can assign the Call Centre A, Call Centre B or Call Centre C call plans, to individual users added from within the online customer portal. Customers can mix and match on call plans assigned to users, selecting a call plan adequate for the usage of an individual users, all users do not need to be assigned the same call plans.

Calls placed from Call Centre plans with included call value will be charged at the rates assigned to the call plan and subtracted from the included value amount. Should the included value be exhausted, calls will be charged at the rates assigned to the call plan, but charged on top of the included value. Unused included value assigned to Call Centre services will rollover all the time the call plan is active and not updated.

Outbound calls placed to UK destinations, are displayed in per minute values but charged in per second increments, on a 3 decimal rounding precision, with no flag falls or connection charges applying.

The maximum charge for making a 2-minute call to a standard UK mobile destination (O2, 3, Vodafone, EE, Orange, Virgin) on the Call Centre A call plan, would be £0.072 GBP including VAT. The maximum charge for making a 2-minute call to a standard UK mobile destination (O2, 3, Vodafone, EE, Orange, Virgin) on the Call Centre B call plan, would be £0.058 GBP including VAT. The maximum charge for making a 2-minute call to a standard UK mobile destination (O2, 3, Vodafone, EE, Orange, Virgin) on the Call Centre C call plan, would be £0.038 GBP including VAT.

Call Centre service call plans and assigned rates including international destinations can be obtained from within the online customer portal, <https://uk.voipcloud.online/customer>. International rates are enabled by default, charged in 60 second increments, and can be disabled from within the online customer portal or on written request to our support department.

## Cancellation fees and payment charges

There is no cancellation fee with a Call Centre service however, the maximum charge is the total amount of the monthly service subscriptions. As an example, if you have 2 service subscriptions for the Call Centre A call plan, which include 2 user licenses, 2 SIP devices licenses and 2 inbound UK geographic phone numbers (DDI's), the maximum charge would be £9.90 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.

Description	Price GBP (inc VAT)
Post-paid account late payment charge	£10.00
Reconnection of suspended service	£30.00

## Service limitations and restrictions

- Quality of the hosted PBX service is dependent on the customer's internet connection to the VoIPcloud network.
- Caller ID cannot be guaranteed to international destinations with the hosted PBX service.

## 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.

## Call diversion rates

External call diversions 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 the rates that are assigned to the hosted PBX Company Starter call plan. As an example, a 2-minute diversion call to an external UK landline, from a Ring Group object would be £0.02 GBP including VAT, a 2-minute diversion to an external UK mobile (O2, 3, Vodafone, EE, Orange, Virgin) from a Call Queue object would be £0.095 GBP including VAT.

## Fair use policy

All hosted PBX services are protected by a fair usage policy. The fair usage policy has been specifically designed to protect the quality and service of the VoIPcloud network.

Should it be determined that the Call Centre service is being used in an inconsistent manner, with the normal inbound and outbound usage patterns, for the service selected, VoIPcloud has the right to suspend or disconnect the Call Centre service immediately. Additionally, VoIPcloud reserves the right to automatically move the service over to an adequate call plan for the usage patterns if the fair usage policy is violated. Should the fair usage policy be breached a warning notification will be sent to the customers registered email address.

Examples of inconsistent usage would be, utilising a unlimited calling plan for telemarketing purposes, the usage of a unlimited calling plan by another carriage service provider for the purpose of reselling the traffic, opening an extreme amount of CPS or CAPS with a very low ACD, or connecting an automated dialler to a unlimited calling plan device.

## 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, Volce (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](mailto: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.