



CALL PLANS



DEVICE
LICENSES



USER
LICENSES



EQUIPMENT

Information about the service

VoIPcloud provides a cloud hosted VoIP PBX (PBX) services for business customers. The service is hosted in fully redundant environment located inside the Everest DC, Reading, England.

Included features:

A full feature set is provided and there are no limitation in functionality.

Customers will have web portal access and control of the call flow configuration. Free online and over the phone support is also provided.

Information about billing and pricing

Services offered by VoIPcloud are 'prepaid' based. Sufficient credit must be maintained on your account balance at all times; Post-paid accounts maybe offered by request; A security deposit will be required.

You will be provided with an online username and password that will allow you to check your account usage, download invoices and top up your account.

Service usage reports will be automatically emailed to you on the 1st of each month.

VoIPcloud does not provide paper based invoices; invoices are emailed every time a payment is made.

Automatic payments can be configured by using a credit card or PayPal inside the customer billing portal.

Minimum Term:

Minimum contract term is one month. We require 30 days cancellation notice. Cancellation can be requested at any time during the trial period, in which case 30 days notice is not required. Cancellation of service can be done online via customer billing portal.

Monthly fees: (GBP including VAT)

Your monthly spend will depend on the following factors:

- Number of 'Users' in the system.
- Number of 'Devices' connected.
- Number of Inbound DDI phone number(s).
- The selected call plan(s).
- Call charges for the calls placed and received.



A full list of prices are published at:
<https://uk.voipcloud.online/customer>.

Prices maybe subject to change. We will notify you at least 30 days in advance if there are any change to the prices for services you signed up for.

Minimum monthly spend will depend on the services ordered. Monthly fees are charged on the 1st of each month in advance. Those fees are payable regardless of how much the system was used in any particular month.

Maximum monthly spend depends on usage and is not limited, however if your prepaid account reaches zero balance, your service will stop functioning until the account balance becomes positive. Automatic top up by credit card and PayPal can be configured in the customer billing portal.

Outbound call rates

Each user in the system must be assigned their own call plan.

Customers can select different call plans for different users.

Unlimited calling plans are subject to an outbound simultaneous channel limit being designed for a single user operation.

Call plan fees and charges are published at:
<https://uk.voipcloud.online/customer>.

International call rates are published at:
<https://uk.voipcloud.online/customer>.

Calls are rated in one minute increments.

There are no additional monthly fees for usage of the advanced features. For example Voice Menus, Call Queues, Voicemail to Email etc.

Cancellation fees

The maximum cancellation fee is the amount of your total monthly subscriptions. Table 1 outlines any additional fees and charges that maybe applicable to the service:

Description	Price GBP (inc VAT)
Late payment fee (post-paid accounts only)	£10
Reconnection of suspended service	£30

Other information

You can check your account balance and service usage information by logging into your customer online billing portal:
<http://uk.voipcloud.online/customer>.

Service limitations and restrictions

a. Quality of voice service is dependent on the customer's internet connection.

Service suspension and cancellation for non-payment

If your account is overdue by more than 30 days, we reserve the right to suspend your service. If your account remains overdue for more than 60 days, your service will be cancelled and inbound numbers released. Numbers, once released, cannot be re-connected.

Call diversion rates

Call diversions can be originated from various parts of the call flow: User, Call Queue, Ring Group, Call Diversion, DISA.

Call diversions that originate via User object are rated at the call plan rates assigned to this user object.

Call diversions that originate in any other object are rated at the 'Company Starter' call plan rates.

Customer service detail



You can contact us
on 020 3411 1310



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

Fair use policy

All VoIPcloud services are covered by the Fair Use Policy. The Fair Use Policy is designed to protect the quality and integrity of VoIPcloud's network.

Inconsistent usage

If we determine that your use of the service, features, or the device is, or at anytime was inconsistent with the normal inbound or outbound usage patterns for the type of service or plan that you have purchased, we have the right to suspend or discontinue service generally, or to disconnect your service, at anytime.

Examples of inconsistent use maybe:

Usage of unlimited business call plan for telemarketing purposes.

Usage of VoIPLine business call plans by another Carriage Service Provider or for the purpose of reselling the traffic.

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 avenues to resolve 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.

Note: this document only outlines critical information summary in addition to VoIPcloud Master Services Agreement and Voice (IP) Service Schedule;

