Critical Information Summary

SIP Trunks

Service Information

VoIPcloud provides SIP trunk services that allow businesses to connect their on-premise phone system via the internet to make and receive calls.

Included features

A full feature set is included. VoIPcloud's SIP trunk service is part of the Hosted PBX system, which enables unique features to be configured. We constantly expand our feature set, view the complete feature list here. Customers have access to an online portal where they can configure their SIP trunk service including automatic failover to alternative destinations and check usage information.

Limitations

- Service requires an active internet connection and an on-premise telephone system to be supplied by you (usually your existing legacy system)
- SIP trunk service quality is dependent on the quality and stability of your internet connection.
- VoIPcloud does not provide access to Premium call services such as 900 numbers.
- Caller ID cannot be guaranteed to international destinations.
- Numbers typically come with a limit of 2 channels per number, though this can vary. If you need more channels, additional fees will apply, contact support for pricing.
- Trial mode accounts have certain service limitations to maintain system integrity.
- To send or receive SMS messages to or from the United States, you'll need a registered messaging campaign. Contact our support team to request the registration form.

Pricing and Billing Information

All pricing is in USD and excludes any local, state or federal taxes and/or fees.

Call plans	SIP Line Unlimited*
Monthly fee per channel	$12
Local & national call rates USA/Canada^	Unlimited*
Mobile call rates^	Unlimited*
International call rates	Varies

*All call plans and services are subject to our fair use policy.
^Includes local and long-distance calls to the 48 US states and Canada (excluding NWT) at no additional charge.

SIP trunks and channels

The number of inbound channels you have equals the number of inbound simultaneous calls that can be achieved. The number of outbound channels you have equals the number of outbound simultaneous calls that can be achieved.

Advanced features

Fax-to-email is $5.50 per fax-to-email PBX object per month. Integrations (CRM, API, Webhooks, Zapier) are $2.70 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 SIP Trunk object (your on-premise PBX) are charged per the outbound call rate for the SIP Trunk's selected call plan.

Additional pricing information

Minimum term: one month. Call plans have rounding of three decimal places, no flag fall or minimum call costs, no exit fees or early termination fees, and no set-up fees with no requirement to bundle anything with this service. If included calls, 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. Fees for porting into or from VoIPcloud, as well as for resubmissions and rejections -.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

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 and SMS charges that are not included in or unlimited are charged to the account balance at the end of each call or after the SMS is sent, 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 $15.00 late payment fee. If your bill is overdue for over 30 days your account will be suspended and if your account is restored a $50.00 suspension fee upon restoration.

Customer Service Information

Our team can help you with technical support, account or sales questions. Give us a call at +1 302 4401507, or email us at support@us.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.

The Federal Communications Commission (FCC)

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 the FCC. You reach them by phone at 888-CALL-FCC (225-5322), Monday - Friday between 8:00 am and 5:15 pm eastern time or online here.

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

VoIPcloud Wholesale
16192 Coastal Highway.
Lewes, DE 19958
United States of America
P +1 302 4401507
E support@us.voipcloud.online