Critical Information Summary

US Virtual Mobile and Online SMS

Service Information

US virtual mobile numbers look just like regular US mobile numbers but work entirely over the internet—no physical SIM or eSIM required. Calls are routed through our cloud-hosted VoIP PBX, following the call flow you configure. You can make and receive calls on any VoIP-compatible device (requires Hosted PBX or SIP Trunk service) using your internet connection or forward them to an external number.

Online SMS allows you to send and receive messages through an SMS-enabled phone number using an internet connection. Messages are sent using Webphone on your browser, desktop App or mobile app.

Included features

US virtual mobile

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.

Online SMS

- Forward incoming messages to email.
- Send and receive SMS using Webphone on your browser, desktop app or mobile app.
- Users can choose and switch between multiple numbers for their sender ID if they have those numbers assigned.
- Personalize messages with emojis.
- Inbound SMS delivery to multiple users at once.

More SMS features are on the way, including removing some current service limitations. Customers have access to an online portal to manage their SMS service and track usage information.

Requirements and limitations

- An active internet connection is required.
- Call quality is dependent on the quality and stability of your internet connection.
- VoIPcloud does not provide access to premium call or SMS services, such as those used for SMS content delivery.
- Caller ID cannot be guaranteed to international destinations.
- The service doesn't include battery backup for NBN or customer equipment. This means that during a power outage you will not be able to make calls or use SMS services. Emergency calls and messages, won't be available.
- 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.
- SMS and virtual mobile services are not available in trial mode.
- An SMS-enabled number is required to send and receive messages. To send SMS, you'll also need a User and Webphone license.
- The SMS-to-email service can be activated with just an SMS-enabled number.
- SMS-enabled phone numbers must be active on the VoIPcloud network. Custom caller IDs outside of the VoIPcloud network aren't permitted as sender IDs.
- Each SMS-enabled phone number can be linked to one User.
- Sending SMS with text-based or alphanumeric sender IDs is not supported by this service.
- SMS sender IDs may not be received for some destinations, including international, and may be replaced with a shared number.
- This service is intended for standard personal and business SMS communication. High-volume messaging, bulk SMS, marketing campaigns, and automated SMS sending are not supported.
- Sending multimedia messaging services (MMS) is not supported by this service.
- Some third-party services (e.g. WhatsApp or OTP-based apps) may block or restrict virtual mobile numbers for various reasons. If this happens you will need to contact third-party company for resolution.
- 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.
- Outbound SMS is available with A2P campaign registration only.

Pricing and Billing Information

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

SMS plans	PAYG*^
US Virtual mobile number	$1 per month
SMS plan	$0 per user per month
Inbound SMS rates	$0.0100 per standard SMS**
Outbound SMS rates to US numbers	$0.0120 per standard SMS**
Outbound SMS rates to International numbers	Varies
Outbound call rates, call diversions and call plan monthly fees	See Hosted PBX or SIP trunk call plans#

*All SMS plans and services are subject to our fair use policy.
#For details on call plan pricing, call diversions and outbound call rates see our Hosted PBX or SIP trunk call plans and their CIS documents.
**Standard SMS messages are limited to 160 characters. When using emojis, the limit is 70 characters, with each emoji generally counting as two characters. If your message exceeds these limits, it will be split into multiple SMS. The maximum length for any message is 480 characters.
^All SMS plans are charged per user, per month.

Partner integrations

You can connect your SMS-enabled number with one of our integration partners (touchSMS, edgility) to unlock a suite of additional SMS capabilities and features, including bulk SMS messaging. See their websites for more information.

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.

Additional pricing information

Minimum term is one month and no early termination fees. 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. Free activation for each US virtual mobile number. You can find details about monthly and activation fees for other SMS-enabled numbers in the customer portal. Go to the services tab, then the phone numbers section, you will find prices under the order new numbers tab. 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

International outbound SMS rates can be found under the rates search section inside the customer portal. International outbound SMS rates are subject to change without notice and are charged per outbound SMS.

Billing information

Services are supplied on a prepaid basis by default. New monthly subscription services are charged to your account pro-rata, from the service activation date to the end of that month. Any included value for services is also applied to your account proportionally for the same period. 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 upon request and at VoIPcloud's discretion. For post-paid billing, invoices are issued at the start of each month with 14-day payment terms. A security deposit is required to set a credit limit, and VoIPcloud may ask for an additional deposit if you need a higher 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 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 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.

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