

Billing & Payment

The following payment methods are available:



Direct Debit from a Credit Card.



Online by Credit Card



Online by PayPal



Invoice where payment can be made by EFT (only when payment method has been approved by VoIPcloud.)

Additional Billing and Payments Information

Tax invoices will be delivered by email to the email address that was used during the signup processes, as well as any additional email addresses entered in the customer portal. The customer remains solely responsible for advising VoIPcloud should their contact email address change at any time.

Direct debit payments from a credit card or PayPal will be automatically processed within two days of notice being given unless VoIPcloud has agreed otherwise. Direct debit payments from a credit card can be configured and disabled via the billing tab in the customer portal.

The billing period commences on the first of the month. Payment for the first month, as well as included values, will be calculated on a pro-rata basis.

Customers on post paid billing models, paying by invoice, will be invoiced for the previous billing cycle for services and call charges. The billing cycle will be the date of account creation or the first day of the calendar month. Payment terms for invoice customers are 14 days from date of invoice.