

# For Call Centers

## CRITICAL INFORMATION SUMMARY



Hosted  
mPBX



SIP  
Trunking



Professional  
assistance

### Information about the service

VoIPcloud provides cloud hosted VoIP PBX (PBX) services for business customers. The service is housed and hosted in a fully redundant environment located in Equinix ME1 DC in Melbourne, Australia.

### 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 may be 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 1<sup>st</sup> of each month.

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

You can also configure automatic payments by credit card or Paypal.

### 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 completed online via the customer billing portal.

### Monthly fees: (AUD including GST)

Your monthly spend will depend on the following factors:

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



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

Prices may be subject to change. We will notify you at least 30 days in advance if there is any change to the prices for services you are subscribed to.

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 account balance becomes positive. Automatic top up by credit card can be configured in the 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.

Call plan fees and charges are available at;

<https://au.voipcloud.online/customer>.

International call rates are available at:

<https://au.voipcloud.online/customer>.

Call prices are shown "per minute" but charged "per second" and rounded up to the nearest 1 cent. There is NO flag fall or connection charges;

There is 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 additional fees and charges that may be applicable to the service:

Description	Price AUD (inc GST)
Late payment fee (post-paid accounts only)	\$15
Reconnection of suspended service	\$50

## Other information

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

### Service limitations and restrictions

- a. Premium Rate Numbers (e.g. 190x) cannot be dialled
- b. 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.

### 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 any time 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 any time.

## Customer service detail



You can contact us  
on 03 906 77700



Support requests can also be emailed  
to [support@au.voipcloud.online](mailto:support@au.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 Telecommunications Industry Ombudsman (TIO) by phone on 1800 062 058.

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

