

### 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 0900 numbers and calls placed to these destinations will not connect.
- Caller ID cannot be guaranteed to international destinations.

### Pricing and Billing Information

All pricing is in NZD and excludes GST.

Call plans	SIP Line PAYG	SIP Line Special & SIP Line Special for Call Centres
Monthly fee per inbound/outbound channel	95c plus calls	\$29.95 plus calls
Monthly fee per additional inbound-only channel (optional)	95c plus calls	95c plus calls
NZ & AU Local & national call rates	2c per minute <sup>^</sup>	1.5c per minute <sup>^</sup>
NZ & AU Mobile call rates	8c per minute <sup>^</sup>	5c per minute <sup>^</sup>
NZ 0800 call rates	Free	Free
International call rates	Varies	Varies
Included value	-	Includes up to \$29 of NZ and AU call value

\*All call plans and services are subject to our [fair use policy](#).

# For list of [unlimited 50+ countries](#).

<sup>^</sup>Outbound calls placed to New Zealand and Australian destinations outside of the included value are charged in one-second increments. Calls to other destinations are charged in 60-second increments.

#### 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 \$8.65 per fax-to-email PBX object per month. Integrations (CRM, API, Webhooks, Zapier) are \$4.20 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 is purchased in [package](#) subscriptions paid monthly, with included minutes, excess usage applies.

#### 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, no exit fees or early termination fees, and no set-up fees with no requirement to bundle anything with this service. Porting fees are included on number porting forms.

#### International destinations

International number activation and number porting fees vary. International rates are charged in 60-second increments. International rates and free calls to 50+ countries are subject to change without notice and are accessible [here](#). We block international destinations that have been identified as high-risk. If you require access to a particular high-risk destination, please contact support. A list of high-risk destinations can be found [here](#).

#### 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 charges that are not included in or unlimited are charged to the account balance at the end of each call, 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 \$13.04 late payment fee. If your bill is overdue for over 30 days your account will be suspended and if your account is restored a \$43.47 suspension fee upon restoration.

#### Customer Service Information

Our team can help you with technical support, account or sales questions. Give us a call at +64 9222 4699, or email us at [support@nz.voipcloud.online](mailto:support@nz.voipcloud.online). Support hours are listed on our website.

This CIS is a summary only, valid as of November 2023. Contact VoIPcloud Wholesale for further information or visit our [website](#) for full terms and conditions.

#### Complaints

If you are unhappy with your service, you can follow our dispute resolution process [here](#).

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E [support@nz.voipcloud.online](mailto:support@nz.voipcloud.online)

#### Telecommunications Dispute Resolutions (TDR)

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 TDR. You reach them by phone at 0508 98 98 98 or online [here](#).