

Service Information

1800 numbers are non-geographic business numbers that can be dialled by the caller at no charge for the caller. International numbers are virtual numbers in various geographical locations that are routed to your phone system via the internet and allow callers to dial the number within their geographical area. Calls are then directed using our Hosted PBX, following the call flow you configure. Incoming calls can be answered on a VoIP-compatible device (requires Hosted PBX or SIP Trunk service) using your internet connection or diverted to an external service number.

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

- 1800 numbers are not SMS enabled.
- 1800 numbers cannot be used as caller ID within Ireland.
- 1800 numbers cannot be dialled from outside of Ireland. We recommend using a geographical number for your overseas customers.
- 1800 numbers cannot accept calls from payphones.

Pricing & Billing Information

All pricing is in Euros and excludes VAT.

Call Plans	1800 Simple
Monthly fee	€3.25 plus calls
Inbound call rates	€0.28 per minute from Ireland fixed/landline^ €0.28 per minute from Ireland mobile^

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

^Inbound calls are charged in 60-second increments.

Advanced features

Fax-to-email is €4.99 per fax-to-email PBX object per month. Integrations (CRM, API, Webhooks, Zapier) are €2.55 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 user object are charged per the outbound call rate for the user's selected call plan.

No diversion charge to answer calls on VoIPcloud PBX.

The following rates apply for diversions from a call diversion object: No diversion charge to Irish fixed numbers, Irish mobile (H3g, Lycatel, Meteor, Vodafone, O2, EE, Orange, Virgin Mobile) numbers and Irish Toll-free 1800 numbers, excluding satellite phone numbers. Diversions to other destinations are charged per the outbound call rate of the PAYG Starter call plan.

Additional pricing information

Minimum term: one month. Call plans have rounding of four 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. There is a €24 porting fee applicable per 1800 number. A porting resubmission fee of €24 per 1800 may apply if a rejection occurs due to incorrect information provided by the customer. Activation, porting and rejection/resubmission pricing for international numbers can be provided by our number management team.

International destinations

International number activation and number porting fees vary.

[International rates](#) are subject to change without notice.

International rates are charged in 60-second increments.

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 €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 +353 153 95 111, or email us at support@ie.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](#).

ComReg

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 ComReg. You reach them by phone at 01 8049707 or online [here](#).

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.

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