Critical Information Summary

Toll Free 1800, Shared Cost 0818 & International Inbound Numbers

Service Information

0818 numbers are non-geographic business numbers that can be dialled by the caller at the cost of a fixed/local call. 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; IVR menus, call queues, ring groups, voicemail to email, time-based routing and call recording to email 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.

Limitations

- 0818 and 1800 numbers are not SMS enabled.
- 0818 and 1800 numbers cannot be used as caller ID within Ireland.
- 0818 and 1800 numbers cannot be dialled from outside of Ireland. We recommend using a geographical number for your overseas customers.
- 0818 and 1800 numbers cannot accept calls from payphones.

Pricing & Billing Information

All pricing is in Euro and excludes VAT.

Call Plans	0818 Simple	1800 Simple
Monthly fee	€2.95 plus calls	€2.95 plus calls
Inbound call rates	€0.04 per minute from Ireland fixed/local ^	€0.05 per minute from Ireland fixed/local^
	€0.05 per minute from Ireland mobile^	€0.06 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 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.

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 or VoIPcloud SIP Trunk.

The following rates apply for diversions from a call diversion object: Diversions are charged per the outbound call rate of the PAYG Ireland 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. The total cost of a number port is made up of a cost per number €8, added to the cost per port €22. For example: a single porting application with 5 numbers (€22 + (5*€8) = €62.00). A porting resubmission fee equivalent to the total cost of a number port 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. Calls are billed in 60-second increments. You can check the latest call rates and any free destinations for each call plan in the customer portal under billing > rates search. To protect against fraud, we block certain high-risk international destinations. If you need access to a blocked destination, please contact our support team.

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. SMS charges that are not part of the included value are charged to the account balance after the message 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 €15.00 late payment fee. If your bill is overdue for over 30 days your account will be suspended and if your account is restored a €30.00 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. Contact VoIPcloud Wholesale for further information or visit our website for full terms and conditions.

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