# Critical Information Summary
# SIP Trunks

## 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 15 numbers.
- Caller ID cannot be guaranteed to international destinations.

## Pricing and Billing Information

All pricing is in Euros and excludes VAT.

| Call plans | SIP Line IE |
|---|---|
| Monthly Fee | €1.00 |
| Additional Inbound Channel | €1.00 |
| Ireland Landline<br><br>Ireland Mobile<br>(H3g, Lycatel, Meteor, Vodafone, O2, EE, Orange, Virgin mobile)<br><br>0818 call rates | 2.4c per minute~ |
| 1800 call rates | Free |
| International call rates | Varies |

*All call plans and services are subject to our acceptable use policy.
^Outbound calls placed to Ireland destinations are charged in one-second increments.
~1c minimum call charge.
#Pricing applies to calls originating in Ireland that use an Irish local number as the caller ID. For calls originating from overseas with a non-Irish non- caller ID, a surcharge of 1.5c per minute will be applied.

**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 €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 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 four decimal places, 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 rates may 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.

**VoIPcloud Wholesale**
Head office
Unit 4, Silverdown Office Park
Exeter Airport Business Park
Exeter, EX5 2UX
United Kingdom

For correspondence
77 Camden Street Lower, Saint Kevin's,
Dublin, D02 XE80
Ireland
P +353 153 95 111
E support@ie.voipcloud.online