Critical Information Summary

Toll-Free 0800 & International Inbound Numbers

Service Information

0800 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.

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

- 0800 numbers are not SMS enabled.
- International calls to VoIPcloud 0800 numbers may not connect as each originating external carrier controls this limitation. If the calls do connect they may incur a cost from both the originating external carrier and from VoIPcloud*.
- Premium rate numbers (0900) cannot be configured as external answering points for 0800 numbers.
- 0800 numbers cannot accept calls from payphones.
- Caller ID cannot be guaranteed to international destinations.

Pricing & Billing Information

All pricing is in NZD and excludes GST.

Call Plans	0800 PAYG	0800 Simple	0800 Value
Monthly fee	$4 plus calls	$30 plus calls	$60 plus calls
Inbound call rates	3.5c per minute from local^	Includes 300 inbound minutes from NZ & AU local and mobiles, excluding call diversions	Includes 600 inbound minutes from NZ & AU local and mobiles, excluding call diversions
	15c per minute from mobile^	Additional minutes: 15c per minute^	Additional minutes: 10c per minute^

All call plans and services are subject to our fair use policy.
^Inbound calls are charged in one-second increments when answering on VoIP.
*International calls originating from external carriers to VoIPcloud 0800 numbers are charged 15c per minute for 0800 PAYG and 0800 Simple call plans; and 10c per minute for 0800 Value call plan from VoIPcloud.

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 plans can be selected for your call recordings, with subscriptions paid monthly or pay-as-you-go.

Call 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.
Diversions from a call diversion object 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 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. If included call, or call recording storage value is fully used within a calendar month, excess usage charges will apply. Any unused value does not roll over to the next month. Porting fees are included on number porting forms. If a number is removed or cancelled from your account, reactivation may incur a fee. Contact support to request reactivation, and they'll confirm any charges before proceeding.

International destinations

International rates and free calls to 50+ countries 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 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. Support hours are listed on our website.

Complaints

If you are unhappy with your service, you can follow our dispute resolution process here.

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.

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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