Critical Information Summary

# Online SMS

## Service Information

VoIPcloud provides an online SMS service, allowing you to send and receive messages through an SMS-enabled phone number using an internet connection. Messages are sent using Webphone on your browser or desktop app.

**Included features**

• Forward incoming messages to email.
• Users can choose and switch between multiple numbers for their sender ID if they have those numbers assigned.
• Personalize messages with emojis.
• Inbound SMS delivery to multiple users at once.

More features are on the way, including removing some current service limitations. Customers have access to an online portal to manage their SMS service and track usage information.

**Requirements and limitations**

• An SMS-enabled number is required to send and receive messages. To send SMS, you'll also need a User and Webphone license.
• The SMS-to-email service can be activated with just an SMS-enabled number.
• SMS-enabled phone numbers must be active on the VoIPcloud network. Custom caller IDs outside of the VoIPcloud network aren't permitted as sender IDs.
• Each SMS-enabled phone number can be linked to one User.
• Sending SMS with text-based or alphanumeric sender IDs is not supported by this service.
• SMS sender IDs may not be received for some destinations, including international, and may be replaced with a shared number.
• This service is designed for standard person-to-person communication, and application-to-person message sending is not supported. Sending bulk or large-volume messages is not supported.
• Sending multimedia messaging services (MMS) is not supported by this service.
• VoIPcloud does not provide access to premium SMS services, such as those used for SMS content delivery.
• The service doesn't include battery backup for internet services or customer equipment. This means that during a power outage, SMS services, including emergency messages, won't be available.
• SMS services are not available in trial mode.
• Some third-party services (e.g. WhatsApp or OTP-based apps) may block or restrict virtual mobile numbers for various reasons. If this happens you will need to contact third-party company for resolution.
• Only New Zealand mobile numbers that use a SIM card can send outbound SMS to other New Zealand mobile numbers.

## Pricing and Billing Information

All pricing is NZD and excludes GST.

| SMS plans | PAYG* |
|---|---|
| SMS enabled number | Varies |
| SMS plan | $0 per user per month |
| Inbound SMS rates | $0 |
| Outbound SMS rates to International numbers | Varies per Standard SMS** |

*All SMS plans and services are subject to our fair use policy.
**Standard SMS messages are limited to 160 characters. When using emojis, the limit is 70 characters, with each emoji generally counting as two characters. If your message exceeds these limits, it will be split into multiple SMS. The maximum length for any message is 480 characters.

**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.

**Partner integrations**

You can connect your SMS-enabled number with one of our integration partners (touchSMS, edgility) to unlock a suite of additional SMS capabilities and features, including bulk SMS messaging. See their websites for more information.

**Additional pricing information**

Minimum term is one month and no early termination fees. If included 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. You can find details about monthly and activation fees for SMS-enabled numbers in the customer portal. Go to the services tab, then the phone numbers section, you will find prices under the order new numbers tab. Information about porting fees and rejection fees is available in the services tab, under the number porting section. Use the new porting button to view prices. 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 outbound SMS rates can be found under the rates search section inside the customer portal. International outbound SMS rates are subject to change without notice and are charged per outbound SMS.

**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 $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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