

## Kick Start Plan Details - \$3.33/month



### Information about the Service

#### *Service Description*

This is a Voice Over IP Service delivered onto your mobile soft phone or IP handset. The broadband may be provided by cheaptollfree.com or another provider. This Service does not include the cost of your broadband internet connection.

#### *Service Availability*

Cheaptollfree.com VoIP requires a mobile and/or fixed broadband internet service. Each VoIP call requires a minimum of 100kbps of uncontested upstream and downstream bandwidth for optimal quality.

#### *Small and Medium Business eligibility*

Cheaptollfree.com VoIP is available to US business customers only. To be eligible for this plan you or your business must provide us with registered business details.

#### *Additional Services and Promotions*

This fine print doesn't include any value added services (add-ons) or special promotions that you select whilst you have this calling plan.

#### *Cloud PBX Features and Availability*

This plan includes access to all the Cloud PBX features to enable you to use this service. The Cloud PBX is available to all customers.

#### *Billing Information*

Your account is charged on the same day each month which is called your Bill Anniversary Date, and is the date your account was created, eg 12 May, 12 August).

As cheaptollfree.com is a pre-paid service you will be issued at the end of each month with a Statement of Activity. This details the service use along with any payments made into the account during the billing period.

Your first monthly statement may include partial month charges from when the service was activated until the next billing date. Any additional charges for non-recurring items used during that billing period will also be shown.

#### *Payments*

Payment for this service is made via credit card paid directly into your online account via our secure payment gateway. Alternative payment arrangements to pay via direct credit into our bank are also available.

#### *Pre-paid Service*

This service is to be pre-paid in advance. This includes calling, value added extras and add-ons, equipment purchases and number porting. Your account must always have a positive credit balance to ensure there is no disruption to your calling service.

#### *Minimum Term*

This plan is available on a month-to-month basis and there is no contracted term beyond one month. You can cancel your service at any time.

#### *Cancellation*

This service is supplied on a month-by-month pre-paid basis, so no early termination or cancellation fees apply.

You may cancel your account by completing our online Cancellation Form.

Plan price per month	\$3.33
Included inbound and outbound minutes	200
Overage per minute	\$0.03
Call rating	per minute
Number porting	\$10.00 per number
Contract period	No fixed term
Available SIP channels	Unlimited

### Other Information

#### *Customer Service*

Contact us via chat or email during US Eastern Time business hours for assistance with your account balance and usage. You can update your payment details and check your usage status by logging into your Cheap Tollfree Cloud PBX account at any time. For other assistance email [support@cheaptollfree.com](mailto:support@cheaptollfree.com) or chat with our team by clicking the chat icon from inside your Cheap Tollfree Cloud PBX account.

#### *Dispute Resolution*

Submit any concerns to [customerservice@cheaptollfree.com](mailto:customerservice@cheaptollfree.com).