

CONTRACT SUMMARY

CloudVoce.it B2B cloud PBX service

Version: 1.0 - 25 August 2026 | Summary provided before the order

Supplier

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Main service

Multi-tenant SaaS PBX with extensions, SIP lines, inbound/outbound routing, IVR, queues, ring groups, schedules, announcements, voicemail, contacts, reports, recordings, music on hold, WebRTC, API, webhooks and professional AI text-to-speech. Internet, power, devices, PSTN traffic and third-party carrier services are excluded unless the order says otherwise.

Price and payment

The order shows the assigned plan, monthly/annual price, promotion, limits, taxes and invoicing entity. The standard plan includes 5 extensions; additional extensions normally cost EUR 1/month each. A CloudVoce Italian number costs EUR 80/year as a separate recurring item. Stripe processes card payments.

Activation and duration

Activation requires a verified account, active/assigned plan, valid Product Key and registered SIP line. The Product Key follows the plan expiry and a 7-day grace period. The subscription renews for the selected period unless renewal is disabled before the due date.

Quality, security and emergency calls

Service objectives are described in the Service Charter. Quality depends on Internet, power, endpoints and carriers. WebRTC is encrypted; carrier SIP may use the transport supported by that carrier. VoIP emergency calls may fail or provide an inaccurate location: users must retain an independent alternative.

Cancellation, complaints and rights

Plan cancellation suspends the service but leaves account access available for renewal and configuration. Company-account blocking requires explicit superadmin action or an overriding legal/security need. Support and complaints: panel ticket or get@cloudvoce.it. Privacy rights: privacy@codenex.it.

This summary does not replace the order, B2B Terms, Privacy Notice, DPA, Service Charter, 112 Notice and policies, which must be read and accepted before activation.