

PRE-CONTRACT INFORMATION

Electronic communications and CloudVoce.it B2B service

Version: 1.0 - 25 August 2026 | Supplied on a durable medium before the order

1. Supplier

CODENEX INTERNATIONAL SRL, Strada Gabroveni 61, 030167 Bucharest, Romania, VAT/CUI RO52632905. Contact: get@cloudvoce.it; 800 242 940 / +39 02 40042 262.

2. Service characteristics

CloudVoce is a software PBX hosted on a controlled server. Functions and limits are those in the assigned plan. PSTN access requires a Customer carrier or an Italian geographic number procured through CloudVoce. The actual upstream carrier is identified in the number record or order.

3. Technical requirements

A stable Internet connection, adequate LAN, power and compatible SIP/WebRTC devices are required. Quality depends on latency, jitter, packet loss, codecs, firewall/NAT and the carrier. The service is not intended for safety-critical systems.

4. Price, taxes and invoicing

The electronic order displays the recurring price, one-off items, billing period, promotion, taxes and invoicing entity. The standard plan normally includes five extensions and additional extensions cost EUR 1/month each. A CloudVoce number costs EUR 80/year. VAT treatment may depend on country and VIES validation.

5. Activation and payment

Stripe handles payment. Activation requires verified registration, plan, Product Key and a working SIP line. Payment confirmation, invoice generation and Product Key delivery are coordinated with the CRM. Payment does not itself guarantee carrier configuration.

6. Term, renewal and cancellation

The order states monthly or annual duration and next renewal. Unless stated otherwise, renewal is automatic. It may be disabled before the due date; service continues to the paid expiry. A seven-day Product Key grace period applies where shown.

7. Quality and support

The Service Charter states availability targets, exclusions, support channels, maintenance, complaints and remedies. No geographic multi-server high availability is promised unless included in the order.

8. Numbering, portability and emergency calls

Number availability and portability require feasibility and carrier acceptance. The Customer must keep location details current. Emergency calls may be unavailable during power, Internet, line or configuration failure and may show the wrong location for remote users.

9. Security, privacy and accessibility

Tenant isolation, encrypted interfaces, access controls, audit and anti-fraud measures are used. The Customer controls lawful use of recordings, contacts and campaigns. Accessibility or compatibility needs should be raised before ordering so that feasibility can be confirmed.

10. Complaints and dispute resolution

Complaints may be sent by panel ticket or to get@cloudvoce.it. Mandatory conciliation and competent-authority procedures for electronic communications remain available. The B2B contract is governed by Italian law and the agreed court is Palermo, subject to mandatory rules.