CODENEX SRLS
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CONTRACT SUMMARY

CloudVoce.it B2B cloud PBX service

Version: 1.8 - 31 October 2026 | Summary provided before the order

Supplier

CODENEX SRLS, Via Resuttana 360 - 90146 Palermo (PA), Italy - VAT IT07425080822, CF 07425080822, REA PA-457974 - hello@codenex.it - Sales +39 02 40042 262.

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 or annual price, promotion, included quantities, modules, optional number, taxes and invoicing entity. Stripe processes card payments.

Activation and duration

Activation requires a verified account, an active or assigned plan and a registered SIP line. Plan expiry and any applicable grace period follow the order. 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 hello@codenex.it. Privacy rights: hello@codenex.it.

Governing law and disputes

The B2B contract is governed by the law of Italy. The courts of Palermo have exclusive jurisdiction, subject to mandatory rules and venues.

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.