CODENEX SRLS
Operating office: Via Duca della Verdura 27 - 90143 Palermo (PA)
Registered office: Via Resuttana 360 - 90146 Palermo (PA)
VAT IT07425080822 - CF 07425080822 - REA PA-457974
PEC: codenex@pecsicura.com - SDI 9SUB64Q
E-mail: hello@codenex.it - Sales: +39 02 40042 262

PRE-CONTRACT INFORMATION

Electronic communications and CloudVoce.it B2B service

Version: 1.8 - 31 October 2026 | Supplied on a durable medium before the order

1. Supplier

CODENEX SRLS, Via Resuttana 360 - 90146 Palermo (PA), Italy, VAT IT07425080822, CF 07425080822, REA PA-457974. Contact: hello@codenex.it; sales +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, included quantities, modules, optional number, taxes and invoicing entity. VAT treatment may depend on country and VIES validation.

5. Activation and payment

Stripe handles payment. Activation requires verified registration, an active or assigned plan and a working SIP line. Payment confirmation, invoice generation and plan synchronisation are coordinated with the management system. 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. Any grace period is the one shown in the order.

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 hello@codenex.it. Mandatory conciliation and competent-authority procedures for electronic communications remain available. The B2B contract is governed by the law of Italy and the courts of Palermo have exclusive jurisdiction, subject to mandatory rules and venues.