

VoIPLine Telecom Pty. Ltd. t/a VoIPcloud Wholesale ABN: 19 140 167 834 ACN: 601 820 142 (VoIPcloud, VoIPline, We, Our) operates a “customer trial” program (Offer) which provides new VoIPcloud customers (You, Your, You’re, or Customer) access our Services prior to purchase. This Offer is subject to the following terms and conditions and eligibility criteria:

1.0 About this offer

- 1.1 The following terms and conditions are supplemental to the [Master Service Agreement](#) and shall apply in the contract.
- 1.2 Words starting with a capital letter are defined in the definitions section at the end of this document.

2.0 Eligibility criteria

- 2.1 To be eligible for this offer, the new customer:
 - a. Must not have a current VoIPcloud account or have previously signed up for a VoIPcloud service;
 - b. Must sign up online for a VoIPcloud trial; and
 - c. Must have a legal entity within Australia, either as a company or an individual.

3.0 Where customers meet the eligibility criteria:

3.1 General trial usage

- The 30-day trial period is provided solely to assess our Services before purchase.
- You can check your trial status in the customer portal under the "billing" section.
- The trial period begins on the date you sign up.
- A small trial credit is provided to test the Services; any usage exceeding this must be paid for.
- The account activates at the end of the trial unless identity verification is incomplete, in which case the account will be terminated.
- Customers can cancel any or all VoIPcloud services at any time during the trial (excluding equipment purchases, such as a Yealink handset).
- VoIPcloud or your Channel Partner may cancel, vary, or withdraw this offer at any time without notice.
- Access to the trial program is not guaranteed and may be limited or terminated at the discretion of VoIPcloud or your Channel Partner.

3.2 Number ownership during trial

- Any numbers added to your VoIPcloud account during the trial remain VoIPcloud property until the account is activated.
- If you cancel, let your trial lapse, or unsubscribe from a number, access to it will be lost immediately.
- Using trial numbers for third-party services (e.g. WhatsApp), online advertising or promotional materials is prohibited.

General trial limitations

3.3 Customers in the trial program are subject to the following service limitations:

- Post-paid billing and direct debit is not available.
- No access to SMS, number porting, voiceovers (professional artist and AI-generated) and NBN services.
- Virtual mobile, toll-free, shared cost, international numbers are not available.
- No calls to special, virtual mobile, or international numbers.
- External calls are subject to cost and time limits; once exhausted, outbound calling is disabled.
- Outbound calls will be restricted if trial call credit is exceeded.
- A limited number of users can be created.
- No custom CLIs: only VoIPcloud hosted numbers are available.

Additional restrictions without identity verification

3.4 Until identity verification is completed, the following restrictions apply in addition to general trial limitations:

- Calls are limited to internal (within-account) communication only.
- No international call routing.
- Calls are limited by call durations.
- Equipment purchases are not available.

4.0 Definitions

Channel Partner; resells VoIPcloud services to customers and has a signed Channel Partner agreement with VoIPcloud.

Service/s; means the Service specified in the Service Order and any related goods or services which We supply to You in connection with the Service.

If you have any questions about how this offer may apply to you, please contact us by phone +61 3 906 77700, email support@au.voipcloud.online.