

VOIPHUB TECHNOLOGIES LTD

www.voiphub.com

Registered Office: Dept 4552, 1st Floor 211 Dumbarton Road, Mansfield Park, Glasgow, G11 6AA, Scotland, United Kingdom

Jurisdiction: Scotland, United Kingdom

Company Number: SC769493

Website: www.voiphub.com

Contact Email: sales@voiphub.com

GENERAL BUSINESS TERMS

(Version: 1.0)

1. Introduction

These Terms of Service (“Terms”) govern the use of Voiphub Technologies Ltd’s voice and SMS traffic routing services (“Services”) by clients and partners (collectively, “Customer”, “You”). By entering into any commercial agreement or sending traffic through our platform, You agree to these Terms.

2. Eligibility and Business Use

2.1 Our Services are offered only to legal entities or authorised persons acting in a business capacity.

2.2 We reserve the right to refuse service to any entity based on risk, technical constraints, or non-compliance.

3. KYC and Due Diligence

3.1 All Customers must undergo Know Your Business (KYB) and Anti-Money Laundering (AML) screening.

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3.2 Customers must provide valid incorporation documents, proof of beneficial ownership, telecom-related business activity, and identification of authorised signatories.

3.3 Voiphub reserves the right to suspend services if KYC is outdated, incomplete, or false.

4. Traffic Acceptance Policy

4.1 You agree to send only lawful, properly originated traffic.

4.2 The following are **strictly prohibited**:

- **Spoofed CLI (Caller Line Identification)**
- **False Answer Supervision (FAS)**
- **SIM-box or grey-route bypass traffic**
- **Robocalls, spam SMS, or unsolicited messages**
- **Traffic from unauthorised number ranges or A2P originations without consent**

4.3 We may block or reroute any traffic deemed abusive or non-compliant without notice.

5. Service Availability and Quality

5.1 We provide Services on a best-effort basis and do not guarantee uninterrupted service.

5.2 Voiphub may perform maintenance, upgrades, or suspend services to address abuse or risk.

5.3 Quality metrics (ACD, ASR, PDD, DLR, etc.) may vary by route, destination, or supplier.

6. Billing and Payments

6.1 Services are invoiced either prepaid or postpaid, depending on agreement.

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6.2 Invoices must be settled in full within the agreed billing period.

6.3 Late payments may result in service suspension and incur interest at 8% per annum under the Late Payment of Commercial Debts (Interest) Act 1998.

6.4 All fees are exclusive of VAT or other applicable taxes.

7. Warranties and Liability

7.1 You warrant that:

- All traffic sent is compliant with applicable laws and industry regulations;
- You have obtained all required consents for A2P or B2C messaging;
- You will not knowingly transmit fraudulent or abusive content.

7.2 Limitation of Liability:

Voiphub shall not be liable for indirect, incidental, or consequential damages. Our total liability under these Terms shall not exceed the total fees paid by You in the preceding 30-day period.

8. Indemnification

You agree to indemnify and hold harmless Voiphub Technologies Ltd, its officers, employees, and partners from any claims, losses, or legal actions arising from:

- your breach of these Terms,
- your failure to comply with local telecom laws,
- traffic routed via your network containing unlawful or harmful content.

9. Suspension and Termination

9.1 We may suspend or terminate services at any time, with or without notice, if:

- You breach these Terms;

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- We receive credible legal complaints;
- There is evidence of fraud, abuse, or regulatory risk.

9.2 Either party may terminate service by written notice with 7 days' notice, unless otherwise agreed.

10. Data Protection and Confidentiality

10.1 Both parties shall comply with the UK GDPR and applicable data protection laws.

10.2 We retain traffic logs and KYC data for audit and compliance purposes only.

10.3 All traffic and client data shall be treated as confidential unless required by law to disclose.

11. Governing Law and Jurisdiction

These Terms shall be governed by the laws of England and Wales. Any disputes shall be resolved by the courts of London, unless otherwise agreed in writing.

12. Amendments

We reserve the right to amend these Terms at any time. Updated versions will be published on our website and sent via email to active Customers. Continued use of the Services constitutes acceptance of the updated Terms.

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For questions regarding these Terms, please contact:

Contact Us

 sales@voiphub.com – for any legal, regulatory, or privacy inquiries

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