

TERMS OF SERVICE

VOIPHUB TECHNOLOGIES LIMITED

Last updated: 2 February 2026

1. About Us

These Terms of Service (“**Terms**”) govern the provision of telecommunications services by **VOIPHUB TECHNOLOGIES LIMITED**, a company incorporated in Scotland, United Kingdom (“**Voiphub**”, “**we**”, “**us**”).

Our services are provided **exclusively on a business-to-business (B2B) basis**.

2. Scope of Services

Voiphub provides wholesale and transit telecommunications services, including but not limited to:

- voice traffic routing;
- SMS and messaging services;
- interconnection and related technical services.

Specific commercial terms (rates, routes, volumes, technical parameters) may be agreed separately in writing and shall prevail in case of conflict.

3. Eligibility and B2B Status

Services are available **only to legal entities or duly authorised business representatives**.

By using our services, the Customer represents and warrants that it acts in the course of business and not as a consumer.

4. Compliance, KYB and Due Diligence

4.1 The Customer shall provide accurate, complete and up-to-date **KYB/KYC and compliance information** upon request.

4.2 Voiphub may conduct ongoing monitoring, verification and risk assessments in accordance with applicable laws, registering requirements, and industry standards.

4.3 Failure to provide requested information or cooperation constitutes a material breach of these Terms.

5. Acceptable Use and Traffic Integrity

5.1 The Customer shall comply with Voiphub's **Acceptable Use & Traffic Policy**, which forms an integral part of these Terms.

5.2 Prohibited activities include, without limitation:

- fraudulent, deceptive or unlawful traffic;
- CLI spoofing, SIM-box activity, artificial inflation of traffic (AIT);
- phishing, smishing, robocalls or other abusive practices;
- traffic violating applicable laws, sanctions or operator rules.

5.3 The Customer warrants that it has lawful authority to use all numbering resources, routing paths and identifiers associated with the traffic delivered.

6. Suspension and Termination

6.1 Voiphub may **immediately suspend or restrict services**, without prior notice, where we reasonably suspect:

- fraud, abuse or unlawful activity;
- breach of these Terms or applicable policies;
- material compliance or reputational risk;
- regulatory, operator or law-enforcement request.

6.2 Voiphub may terminate services with immediate effect in case of material breach or persistent non-compliance.

6.3 Suspension or termination shall not relieve the Customer of payment obligations incurred prior thereto.

7. Fees, Billing and Taxes

7.1 Fees are charged in accordance with agreed rates and billing cycles.

7.2 All amounts are exclusive of VAT and other applicable taxes, duties or charges, unless stated otherwise.

7.3 Voiphub reserves the right to suspend services for overdue or disputed payments.

8. No Warranty; Service Availability

8.1 Services are provided on an **“as is” and “as available”** basis.

8.2 Voiphub does not warrant uninterrupted availability, error-free operation, or fitness for a particular purpose.

8.3 No service level agreement (SLA) applies unless expressly agreed in writing.

9. Limitation of Liability

9.1 To the maximum extent permitted by law, Voiphub shall not be liable for:

- indirect, incidental, consequential or special damages;
- loss of profit, revenue, business or data;
- regulatory fines or operator penalties imposed on the Customer.

9.2 Voiphub's total aggregate liability shall not exceed the fees paid by the Customer during the three (3) months preceding the event giving rise to the claim.

10. Indemnity

The Customer shall indemnify and hold harmless Voiphub against all claims, losses, damages, fines and expenses arising out of:

- the Customer's traffic or content;
- breach of these Terms or applicable policies;
- violation of laws, sanctions, or third-party rights.

11. Confidentiality

Each party shall keep confidential all non-public commercial, technical and compliance information received from the other party, except where disclosure is required by law or regulator.

12. Assignment and Subcontracting

Voiphub may assign or subcontract its rights and obligations under these Terms without the Customer's consent.

The Customer may not assign these Terms without prior written consent.

13. Governing Law and Jurisdiction

These Terms shall be governed by and construed in accordance with the **laws of England and Wales**.

The courts of **England and Wales** shall have exclusive jurisdiction.

This choice of law is made for commercial certainty in international B2B transactions.

14. Entire Agreement and Amendments

14.1 These Terms, together with referenced policies, constitute the entire agreement relating to website-published terms.

14.2 Voiphub may amend these Terms from time to time by publishing an updated version on its website.

Continued use of services constitutes acceptance of the amended Terms.

15. Contact

VOIPHUB TECHNOLOGIES LIMITED

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Compliance: compliance@voiphub.com