

## Crazytel Pre-Paid Billing Policy for SIP Trunks and Extensions (CrazyPBX)

**1. Introduction** Crazytel is a pre-paid service designed to offer flexible and reliable communication solutions.

### **2. Account Status**

- **Maintain Credit:** Accounts must remain in credit at all times. Failure to do so will result in the automatic suspension of all services.
- **Unsuspending:** Services cannot be unsuspended unless the account balance is brought back into credit. This is a system restriction and cannot be overridden by staff members.
- **Auto Top-Up Requirement:** All subscription plans, except Pay-As-You-Go (P.A.Y.G) plans, require automatic top-up to be enabled and set up on the account. This ensures continuous service availability and prevents unexpected service interruptions.

### **3. SIP Trunk Charges**

- **Billing Cycle:** If you are subscribed to a plan that includes a SIP Trunk fee, charges for SIP trunks will be applied the following month on 1<sup>st</sup> of each month.
- **Active Usage:** Only active SIP trunks on your account as of the billing date will be charged.
- **No Pro-Rated Fees:** There are no pro-rated fees or credits for SIP trunk usage.

### **4. Phone Number (DID) Charges**

- **Billing Date:** The DID billing date is established when you purchase your first DID number. This date remains consistent for the life of your account.
- **Additional Numbers:** Any additional phone numbers added after the initial purchase will be charged on the established billing date, regardless of how long you have held each number.

### **5. Important Notes**

- **System Restrictions:** All billing and suspension protocols are governed by system settings and cannot be altered by Crazytel staff.
- **Customer Responsibility:** It is the customer's responsibility to ensure that their account maintains sufficient credit to avoid service interruptions.

**6. Contact Information** For any questions or assistance regarding your billing or account status, please contact Crazytel Support at [support@crazytel.com](mailto:support@crazytel.com) or call us at 1800 272 998.