



MIH VOIP

Residential VoIP Services – Terms & Conditions

Provider: MIH World trading as MIH VoIP

Updated: 8th March 2026

These Terms & Conditions - Residential set out the Residential VoIP Terms and Conditions for customers using MIH VoIP services.

1. Definitions

In these Terms & Conditions:

- **“you” / “your”** means the residential customer purchasing the Services.
 - **“we” / “us” / “our”** means **MIH World trading as MIH VoIP**.
 - **“Services”** means the VoIP telephone services we provide to you.
 - **“VoIP Adapter”** means the device supplied to allow your telephone equipment to connect to our VoIP Services.
 - **“Written”** means communicated in writing, including by email, electronic communication, online acceptance, or digital signature, and includes both electronic and physical formats.
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2. Charges & Payment

One-off setup and/or equipment charges are payable upfront before Services are set up or equipment is sent out.

Monthly service charges are billed in **advance**.

Call charges are billed in **arrears**.

All prices quoted to residential customers are inclusive of VAT unless stated otherwise.



Invoices are issued on or after the **second working day of each calendar** month and sent by email to the address you nominate.

Payment is collected by Direct Debit **on or after the 15th of the month**, unless otherwise agreed in writing.

3. Direct Debit

Unless otherwise agreed in writing, it is a condition of service that you maintain a **valid Direct Debit mandate** to allow us to collect payments due.

4. Important Limitations of VoIP Services

VoIP services rely on a working broadband internet connection and mains electrical power.

Call quality and service availability **cannot be guaranteed** and may be affected by factors outside our control, including power failures, internet outages, or network congestion.

VoIP services are not a guaranteed replacement for traditional emergency calling services.

It is **your responsibility** to ensure appropriate alternative communication methods, including access to emergency services in the event of power or internet failure.

5. Call Charging

All call charges are **rounded up to the nearest 1 penny per call**.

International call charges may increase or decrease at any time in line with wholesale carrier pricing.

6. Price Changes

We may change our prices by giving you at least 30 days' written notice before the change takes effect.

7. Invoicing, Payment & Non-Payment



7.1 Failed or Late Payment

Where a Direct Debit payment fails or a payment is late, **we may charge a reasonable administration fee of £5** to recover bank charges and administrative costs incurred as a result of the failed or late payment.

7.2 Suspension

If an invoice remains unpaid by the end of the same calendar month, we reserve the right to **suspend your service** until payment is made.

7.3 Continued Non-Payment

If **two consecutive invoices** remain unpaid, we may:

- close your account;
- terminate the Services; and
- withdraw and release your telephone number(s).

Once released, telephone numbers may not be recoverable.

7.4 Reconnection

If your service is suspended due to non-payment, a **£60 reconnection fee** will apply and must be paid in advance before services are restored.

Reconnection is not guaranteed where an account has been closed or a telephone number has been released.

8. Telephone Numbers

Telephone numbers are administered by network operators and are **not your property**.

We may withdraw and release telephone numbers where **Services are terminated** or accounts are closed due to non-payment.

Once released, numbers may be returned to the network provider and **may not be recoverable**.

We accept **no liability** for the loss of telephone numbers in such circumstances.



9. Data Protection

We comply with all applicable UK data protection laws and will process your personal data in accordance with our Privacy Policy.

10. Limitation of Liability

We are not liable for:

- loss of income or revenue;
- loss of business;
- loss of data; or
- any indirect or consequential loss

arising from the use or failure of the Services, to the fullest extent permitted by applicable law.

11. Support

We provide reasonable support during normal office hours **(08:30–17:30, Monday to Friday, excluding public holidays)**.

Outside these hours, support is limited to service-affecting emergencies only.

12. Cancellation Prior to Service Delivery (Point of No Return)

By placing an order, you instruct us to begin provisioning your VoIP service and any associated equipment.

You may request cancellation **before the Point of No Return (“PONR”)**, provided you notify us **in writing**.

The **PONR** is reached when the earliest of the following occurs:

- the VoIP Adapter or other equipment has been **dispatched or delivered**;
- a **number port request** has been submitted to the losing provider or network;



- service provisioning has commenced; or
- one working day before the scheduled activation date.

Equipment Returns

Where a VoIP Adapter has been delivered before cancellation, you must return the equipment **at your own cost**, using a tracked service, and in a reasonable and resaleable condition.

Failure to return equipment may result in additional charges.

Number Port Cancellation Fee

Where a number port request has been submitted before cancellation, a **£15 cancellation fee** will apply to recover costs incurred with third-party network providers.

This fee reflects our reasonable costs and **is not a penalty**.

Once the PONR has been reached, the order **cannot be cancelled**, and you may remain liable for charges incurred.

Nothing in this section affects your **statutory consumer rights** where they apply prior to the PONR.

13. Governing Law

These Terms & Conditions are governed by the laws of **England and Wales**.

MIH World trading as MIH VoIP
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