



1441 Woodmont Lane NW #500
Atlanta, GA 30318

(833) 4-ONCLOUD
<http://oncloud.io>

ONCLOUD is an interconnected VoIP provider offering hosted PBX and SIP trunking to small and medium businesses. Our customers are exclusively business end-users; we do not offer services to other telephone service providers or individuals. Our customers interconnect with us over the public internet using their own broadband service.

Know Your Customer:

Each ONCLOUD customer must provide a physical business address, business registration, and name and contact information for at least one responsible individual. The business must have a web presence and contact email must be a domain dedicated to the business. The business must be registered in a US state or territory. Payment must be via credit card, business check or US bank transfer. We cross-check and verify all these items and refuse to serve customers that are in any way suspicious. We do not serve foreign customers.

Rate Limits:

All callers are limited in the number of outbound calls they can initiate per minute and the number of concurrent calls allowed. These limits are set on a customer-by-customer basis based on the chosen rate plan and conversational calling expectations given their business profile. Generally, a medium-sized business with 50 employees would be allowed no more than 50 simultaneous calls.

Caller-ID:

We provide our customers with their telephone numbers (DIDs) sourced from our wholesale STIR/SHAKEN vendors; customers can port their numbers to ONCLOUD if they choose. All outbound calls must use a Caller-ID from that customer's pool of numbers assigned by us. The only exception is forwarded calls; in these cases, the call must include a DIVERSION header that contains a number assigned to that customer by ONCLOUD. These conditions are checked by our switch before the call is sent onward.

CDR Monitoring:

ONCLOUD assesses each customer's traffic as needed. The majority of our customers are B2B and use standard desk telephone or softphone programs and do not have the necessary technology or access credentials to place automated calls.



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Traceback:

ONCLOUD has never had any traceback requests. In the event of a request ONCLOUD will respond promptly to said request. Any traceback results in an immediate detailed analysis of the initiating customer's CDRs for the past 30 days, followed by engagement with the customer to explain anomalies in the CDRs as well as the specific traceback example. If we do not receive satisfactory explanation within 24 hours, the customer is suspended. A customer that is the subject of two tracebacks in 90 days is permanently banned from our platform (a warning and a ban), unless the traceback examples are shown with certainty to be legal and compliant.

Extension:

Because we cannot today get an SPC token, ONCLOUD is subject to a STIR/SHAKEN implementation extension. ONCLOUD does not have direct access to numbering resources; we get our numbers via another wholesale provider.