



Ray USA Limited

Office address: 7134 Olive Ln North, Maple Grove, MN 55311, USA

Business Number: +1 (763) 3081738

Web address: www.ray-usa.com

Ray USA Limited is a VoIP service provider that operates as an intermediary with a Business-to-Business (B2B) strategy.

Our customers are exclusively businesses.

Each Ray customer must provide a physical business address, business registration, and the name and contact information for at least one responsible individual. Additionally, the business must have a web presence, and the contact email must use a domain dedicated to the business. We accept businesses registered in any country around the world.

Payments must be made via bank transfer. We thoroughly cross-check and verify all provided information and refuse service to any customers that appear suspicious.

Rate Limits: Rate limits are customized for each customer based on their business profile and expected conversational calling needs.

Caller-ID: As an intermediary, we forward all caller IDs exactly as we receive them from our customers. We do not change or allow any modifications to the caller ID. All outbound and inbound calls must use a caller ID. We utilize our licensed soft switch from VoIP Switch for this purpose.

Traceback Requests: We are committed to promptly addressing all traceback requests. Upon receiving a traceback request, we conduct a thorough analysis of the initiating customer's Call Detail Records (CDRs) from the past 30 days. This allows us to identify any irregularities or discrepancies. We then engage with the customer to obtain a detailed explanation of any anomalies found in the CDRs and address the specific traceback example. If a satisfactory explanation is not received within 72 hours, the customer's service is suspended as a precautionary measure.