

****Fulfillment Policy for VoIP Services****

****Effective Date:**** [January 1, 2024]

****1. Overview****

This Fulfillment Policy outlines the procedures and conditions under which VAULTCOM NETWORKS INCORPORATED will provide Voice over Internet Protocol (VoIP) services to our customers. Our goal is to ensure that services are delivered promptly, efficiently, and in accordance with the terms agreed upon during the purchase process.

****2. Service Activation****

****2.1. Order Confirmation****

Upon placing an order for a VoIP plan, the customer will receive an order confirmation via email, including details of the plan, pricing, and any additional services selected. This confirmation will serve as a record of the customer's request and our commitment to fulfill it.

****2.2. Verification and Validation****

All orders are subject to verification. This process may include verifying the customer's identity, payment details, and service address. Customers may be required to provide additional information or documentation to complete this process.

****2.3. Service Activation Timeline****

- ****Standard Activation:**** VoIP services are typically activated within [24-48 hours] from the time of order confirmation and successful verification.

- ****Expedited Activation:**** For customers requiring faster service activation, expedited processing may be available for an additional fee, reducing the activation time to [6-12 hours].

****2.4. Service Configuration****

Upon successful activation, VAULTCOM NETWORKS INCORPORATED will configure the VoIP service according to the selected plan and features. This includes setting up the customer's account, providing necessary credentials, and configuring any hardware (if applicable).

****3. Hardware Fulfillment****

****3.1. Hardware Provisioning****

If the VoIP plan includes hardware (e.g., IP phones, routers, or adapters), the hardware will be shipped to the customer's designated address upon order confirmation. Shipping details and tracking information will be provided via email.

****3.2. Shipping and Delivery****

- ****Standard Shipping:**** Delivery within [5-7 business days] from the date of shipment.
- ****Expedited Shipping:**** For an additional fee, expedited shipping options are available, with delivery within [2-3 business days].
- ****International Shipping:**** Shipping times may vary based on the destination and customs processing times. VAULTCOM NETWORKS INCORPORATED is not responsible for delays due to customs.

****3.3. Installation and Setup****

Customers may opt for professional installation and setup services, which will be scheduled within [2-5 business days] following hardware delivery. Alternatively, self-installation instructions and support are available.

****4. Service Modifications****

****4.1. Plan Changes****

Customers may request changes to their VoIP plan (e.g., upgrading to a higher-tier plan) at any time. Changes will be processed within [24 hours], and any additional charges will be applied to the next billing cycle.

****4.2. Additional Features****

Customers may add or remove features (e.g., voicemail, call forwarding) at any time. Feature modifications are typically activated within [24 hours] of the request.

****5. Service Level Agreement (SLA)****

****5.1. Uptime Guarantee****

VAULTCOM NETWORKS INCORPORATED guarantees a minimum of [99.9%] service uptime, excluding scheduled maintenance and circumstances beyond our control (e.g., natural disasters, major internet outages).

****5.2. Support Response Time****

Our customer support team is available [24/7] to assist with any issues. We aim to respond to all support requests within [1 hour] and resolve most issues within [4 hours].

****6. Cancellations and Refunds****

****6.1. Cancellation Policy****

Customers may cancel their VoIP service at any time. A prorated refund for any unused portion of the service will be provided, excluding any non-refundable fees or charges.

****6.2. Refund Process****

Refunds will be processed within [5-7 business days] following cancellation. The refund will be issued using the original payment method unless otherwise requested.

****7. Compliance and Legal****

****7.1. Regulatory Compliance****

VAULTCOM NETWORKS INCORPORATED complies with all applicable laws and regulations related to VoIP services, including those pertaining to emergency services (e.g., E911).

****7.2. Fair Usage Policy****

Customers must adhere to the Fair Usage Policy as outlined in our Terms of Service. Excessive or abusive use may result in service restrictions or termination.

****8. Contact Information****

For any questions or concerns regarding this Fulfillment Policy, please contact us at:

- ****Phone:**** +63 945-746-7489/+17076309103

- ****Email:**** noc@vaultcom.ph

- ****Address:**** 100 N Howard St STE R Spokane, WA 99201