INSTACALL LLC · LEGAL

Service Usage, Cancellation & Refund Policy

Clear terms for prepaid balances, recurring subscriptions, service cancellations, refunds, and billing adjustments.

Effective Date: Upon Publication

01 Overview

InstaCall LLC (“InstaCall,” “we,” “us,” or “our”) is committed to maintaining transparent billing practices, fair customer relationships, and responsible use of its telecommunications and cloud communication services.

This Service Usage, Cancellation & Refund Policy (“Policy”) establishes the conditions governing prepaid account balances, usage-based charges, recurring subscriptions, service cancellations, refunds, and termination of services.

This Policy applies to all InstaCall customers and services, including but not limited to VoIP termination, SIP trunking, DID and toll-free numbers, SMS services, cloud PBX, , communication software, and other associated products.

By purchasing, activating, or using our services, customers acknowledge and agree to this Policy, our Terms of Service, and our Acceptable Use Policy (AUP).

02 Prepaid Usage and Account Balance

InstaCall operates certain services on a prepaid, usage-based billing model. Customers may deposit funds into their accounts to pay for telecommunications traffic, messaging, and other metered services.

- Usage charges are deducted from the available account balance according to the applicable service rates.
- Charges for services already consumed, delivered, or incurred are non-refundable, except in cases of verified billing errors or as otherwise required by law.
- Customers are responsible for maintaining sufficient prepaid balances to ensure uninterrupted service.
- InstaCall reserves the right to suspend usage-based services when the available balance is insufficient.

Unused Prepaid Balance: Customers who voluntarily discontinue their services while their accounts remain in good standing are eligible to request a refund of their unused prepaid cash balance, subject to the conditions described in this Policy.

03 Monthly Subscriptions and Recurring Services

Monthly subscriptions and recurring service charges, including hosted dialers, cloud PBX, software subscriptions, DID rentals, and other recurring services, are billed in advance.

Unless otherwise specified in an applicable service agreement:

- Each subscription billing period consists of thirty (30) consecutive days beginning on the date and time of activation or renewal.
- Subscription fees become non-refundable once the applicable billing period has commenced.
- No partial, prorated, or unused-period refunds will be issued for voluntary cancellation during an active subscription period.
- Customers who cancel a subscription may continue using the subscribed service until the end of their already-paid 30-day billing period, provided their account remains in good standing.
- Services will automatically terminate at the end of the paid billing period following cancellation, unless otherwise agreed.
- Cancellation prevents subsequent subscription renewals. Where automatic renewal applies, it must be canceled before the next renewal charge is processed.

Customers may request earlier service deactivation; however, early deactivation does not create entitlement to a subscription refund.

04 Voluntary Service Cancellation

Customers may discontinue InstaCall services at any time by submitting a cancellation request through their customer portal or by contacting InstaCall through an authorized support or billing channel.

Upon receiving a cancellation request:

1. InstaCall will acknowledge the request and identify the applicable service termination date.
2. Active subscriptions will remain available until the end of their current paid 30-day billing period, unless earlier termination is requested or otherwise required.
3. Future subscription renewals will be canceled.
4. Usage-based services will be discontinued as requested, subject to applicable service commitments and operational requirements.
5. Any eligible unused prepaid balance will be determined following final billing reconciliation.

Cancellation does not release customers from obligations arising before the effective termination date, including outstanding invoices, incurred usage charges, taxes, regulatory fees, and applicable third-party charges.

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Refund Eligibility and Processing

InstaCall is generally inclined to refund eligible unused prepaid cash balances when customers voluntarily discontinue services in good standing.

To qualify for a refund:

- The customer must have complied with InstaCall's Terms of Service and Acceptable Use Policy.
- The account must not be suspended or terminated for fraud, unlawful activity, abuse, or an AUP violation.
- All outstanding usage charges, subscription fees, applicable taxes, and other legitimate financial obligations must be settled.
- The funds must represent an actual unused customer payment rather than promotional, complimentary, bonus, or trial credits.
- The original payment must have cleared and must not be subject to an unresolved chargeback, payment reversal, or fraud investigation.

> **Refund Calculation**
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> Eligible Refund = Unused Prepaid Cash Balance − Outstanding Charges and Applicable Adjustments.

Approved refunds will ordinarily be processed within thirty (30) calendar days following final account reconciliation and verification of payment details.

Refunds will generally be returned to the original payment method. Where this is unavailable, InstaCall may arrange an alternative verified refund method consistent with applicable law and payment-processing requirements.

Financial institutions and payment processors may require additional time to complete the transfer.

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06 Non-Refundable Charges

Unless expressly stated otherwise in a written agreement or required by applicable law, the following charges are non-refundable once the relevant service or transaction has commenced or the charge has been incurred:

- Monthly or recurring subscription fees for an active billing period.
- Consumed voice minutes, SMS traffic, messaging transactions, and other billable usage.
- Completed setup, installation, configuration, and activation services.
- Provisioned DID and toll-free numbers, including applicable rental charges.
- Number porting, carrier provisioning, and third-party service charges already incurred.
- A2P registration, verification, and other applicable upstream registration fees.

- Promotional credits, complimentary service balances, or bonus credits not purchased with customer funds.

Any applicable service-specific refund conditions disclosed before purchase will remain effective, subject to applicable law.

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07 Acceptable Use Policy Violations

Strict compliance with InstaCall's Acceptable Use Policy is a mandatory condition of service and refund eligibility.

InstaCall maintains a zero-tolerance approach toward fraudulent, unlawful, abusive, or otherwise prohibited use of its telecommunications infrastructure and communication platforms.

If InstaCall determines, following reasonable assessment, that a customer has violated the Acceptable Use Policy, InstaCall reserves the right to:

1. Immediately suspend or permanently terminate all services associated with the customer, without advance notice where permitted by law.
2. Revoke the customer's eligibility for refunds, credits, or reimbursement of unused prepaid balances and subscription payments, to the maximum extent permitted by applicable law.
3. Disable access to associated telecommunications infrastructure, platforms, accounts, and service resources.
4. Recover outstanding charges and legally recoverable costs, damages, penalties, or third-party liabilities directly attributable to the violation.
5. Restrict future service activation or account registration.
6. Cooperate with carriers, regulatory authorities, law enforcement agencies, and other relevant parties as legally required or permitted.

Any confirmed violation of the Acceptable Use Policy may result in immediate termination of all services and forfeiture of refund eligibility, including unused prepaid account balances, except where a refund or return of funds is required by applicable law.

InstaCall may temporarily suspend services while investigating suspected violations. A temporary investigation alone does not establish final forfeiture of refundable funds.

Termination or suspension under this section does not waive the customer's outstanding financial, contractual, or legal obligations.

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08 Billing Disputes and Adjustments

Customers are encouraged to notify InstaCall promptly if they identify a billing discrepancy, duplicate transaction, unauthorized charge, or incorrect usage calculation.

InstaCall will review billing disputes in good faith using available transaction records, call detail records, service logs, and relevant carrier information.

When an error is verified, InstaCall may issue an appropriate account credit or refund.

A billing dispute does not automatically suspend payment obligations for unrelated and undisputed charges. Nothing in this Policy limits any payment-dispute rights that cannot lawfully be waived.

09 Service Termination by InstaCall

In addition to AUP-related enforcement, InstaCall may suspend or terminate services in accordance with its Terms of Service due to non-payment, security threats, regulatory requirements, upstream carrier restrictions, or other material contractual violations.

Where InstaCall permanently discontinues a service for reasons unrelated to customer misconduct, refund eligibility for unused prepaid balances and prepaid service periods will be assessed in accordance with applicable agreements and law.

Applicable statutory rights, regulatory requirements, and telephone-number portability obligations will be respected where required.

10 Refund Limitations and Legal Compliance

Refunds are subject to payment verification, billing reconciliation, applicable financial regulations, and contractual commitments.

InstaCall will not withhold funds or impose forfeitures where doing so is prohibited by applicable law.

Any legally required refunds, credits, returns of customer property, or other statutory remedies take precedence over conflicting provisions of this Policy.

Nothing in this Policy limits a customer's non-waivable rights under applicable law.

11 Policy Modifications

InstaCall reserves the right to revise this Policy to reflect changes in its services, business practices, legal requirements, or regulatory obligations.

Updated versions will be published through InstaCall's official website or other authorized communication channels.

Changes will apply prospectively, subject to applicable contractual terms, notice requirements, and law.

12 Contact and Refund Requests

Customers seeking cancellation, billing clarification, or an eligible refund may contact InstaCall through the official customer support or billing channels listed on its website or within their customer account.

Refund requests should identify the relevant customer account, requested service termination, and transaction details necessary for verification.

InstaCall is committed to handling legitimate refund requests fairly, transparently, and within reasonable processing timeframes.

> **InstaCall LLC**
> Delaware, United States
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> This Policy forms part of InstaCall’s contractual service terms and should be read together with its Terms of Service, Acceptable Use Policy, and applicable service agreements.