



Vivi Memorable Virtual Number Terms and Conditions

Please note that these terms specifically govern the purchase of memorable virtual numbers and are in addition to our general Terms and Conditions

Service Description

We provide memorable virtual phone numbers for a one-time, upfront fee. This service allows customers to purchase a specific virtual phone number for inbound and outbound calls, subject to these terms.

Payment

The customer agrees to pay the one-time fee for the memorable virtual number before activation.

- Payment must be made through the approved payment methods listed on our website.
- All fees are non-refundable, except as expressly stated in these terms.

Number Activation

Number activation will occur within 2 business days of receipt of payment, subject to number availability and successful verification.

Vivi reserves the right to refuse activation if the requested number is unavailable or if the customer fails to provide necessary verification information.

Number Ownership and Usage

The customer purchases the right to use the memorable virtual number for inbound and outbound calling.

The customer gains ownership of the virtual phone number upon successful purchase and activation, subject to compliance with all applicable laws and our terms and conditions.

The customer shall use the virtual number in accordance with all relevant laws, regulations, and the terms outlined in our general Terms and Conditions and Usage Policies. Any use of the virtual number for illegal, fraudulent, or abusive purposes is strictly prohibited.

Refunds

Except as expressly stated herein, all fees are non-refundable.

If Vivi is unable to activate the purchased number due to technical issues on our end, a full refund will be issued.

Limitations of Liability

We shall not be liable for any direct, indirect, incidental, or consequential damages arising from the use of the virtual number service.

We are not responsible for any service disruptions or technical issues beyond our control, and we will not be held liable for any loss of earnings due to service disruption.

**Acceptable Use Policy**

The customer agrees to use the virtual number responsibly and lawfully.

The virtual number must not be used for spamming, harassment, or any other illegal or unethical activities.

We reserve the right to terminate service for any violation of this policy.

Termination

We may terminate the service at any time for violation of these terms or for any other reason deemed necessary.

Dispute Resolution

Any disputes arising from these terms shall be resolved through our normal Dispute Resolution

Governing Law

These terms shall be governed by and construed in accordance with the laws of England and Wales.

Amendments

We reserve the right to amend these terms at any time.