

Terms of Service

Effective Date: June 30, 2026

Last Updated: June 8, 2026

These Terms of Service ("Terms") constitute a legally binding agreement between you ("Customer") and Zonobly Inc. ("Zonobly"), a corporation incorporated federally under the Canada Business Corporations Act (CBCA), Corporation Number 1805676-5, CRA Business Number 769388976 RC0001, operating out of Ontario, Canada, governing your access to and use of the Zonobly platform, AI voice agents, SMS automation tools, and all related services (the "Services").

Subscriptions & Billing

Plans are billed monthly in CAD via Stripe. You may cancel at any time; cancellations take effect at the end of the current period.

Cancellation & Refunds

You may cancel your subscription at any time from your dashboard. Cancellation takes effect at the end of your current billing period, and you retain access to the Services until that date.

All subscription fees are non-refundable except as required by applicable law. Zonobly does not provide prorated or partial-month refunds for mid-cycle cancellations.

New accounts on the Starter plan receive a 14-day free trial with no charge. Cancel before the trial ends to avoid billing.

If you believe you were billed in error or were charged after a valid cancellation, contact support@zonobly.com within 30 days of the charge. Billing disputes are reviewed on a case-by-case basis.

Enterprise customers with a custom or annual contract are subject to the refund terms specified in their agreement.

Call Volume and Fair Use

Each subscription plan includes a monthly allocation of AI voice agent calls:

- Starter plan: 200 calls per month
- Pro plan: 600 calls per month
- Enterprise plan: 1,500 calls per month

Overage Rates

A call is defined as any inbound or outbound interaction handled by a Zonobly AI voice agent. SMS messages are unlimited on all plans. If your usage exceeds your plan's monthly call allocation, overage charges apply at the following rates:

- Starter: CAD \$0.99 per additional call
- Pro: CAD \$0.79 per additional call
- Enterprise: CAD \$0.59 per additional call

Acceptable Use

You agree not to use the service for unlawful activity, harassment, or anything that violates carrier or telecom regulations in your jurisdiction.

Liability

The service is provided "as is." Zonobly Inc. is not liable for indirect or consequential damages arising from use of the service.

Contact

Zonobly Inc. | Corporation Number: 1805676-5 | CRA Business Number: 769388976 RC0001 | Email: legal@zonobly.com | Support: support@zonobly.com | zonobly.com | Ontario, Canada

Downloaded from <https://zonobly.com/terms> — this PDF reflects the version effective June 30, 2026, last updated June 8, 2026.