

FoneLogix Terms and Conditions

Every business interaction with telecommunications services requires a clear understanding of legal agreements and obligations. Therefore, these telecommunications terms and conditions outline the essential framework governing your relationship with FoneLogix and its services.

Furthermore, this comprehensive document details crucial aspects of telecommunications services, including user responsibilities, service availability, and payment terms. Understanding these terms ensures smooth operation of your telecommunications systems while protecting both parties' interests. This agreement covers everything from account registration and SMS communications to privacy protection and dispute resolution procedures.

Definitions

To facilitate clear communication throughout this agreement, specific terms carry precise meanings. These definitions establish the foundation for understanding your telecommunications terms and conditions.

VoIP refers to Voice Over Internet Protocol, a technology that allows voice calls using a broadband Internet connection instead of a regular phone line. This system transmits calls across the Internet using data packets rather than traditional copper wired phone lines.

Service encompasses all cloud-based business phone and Voice Over IP (VoIP) solutions and related equipment identified in the Service Activation Form provided by FoneLogix to the Customer.

Customer means the person or entity identified in the Service Activation Form who has agreed to be bound by these terms.

Cloud Phone System refers to a phone service hosted and managed in the cloud rather than on physical hardware at your location, offering features like voicemail to email, call forwarding, and more, accessible over the Internet.

SAF (Service Activation Form) is the document through which Customer requests Services from FoneLogix.

Principal Terms refer to the terms attached to and incorporated into the Service Activation Form.

GT&C (General Terms & Conditions) means FoneLogix's general terms maintained at www.fonelogix.com, which are incorporated into this agreement by reference.

Number refers to any phone number specifically requested by or allocated to the Customer for the provision of Service, and includes VIP and International numbers.

Hosted PBX is a PBX system hosted by a service provider, offering VoIP services without the need for on-site equipment.

Seat means a line of VOIP telephone service with a separate phone and unique phone number or extension.

Artificial Inflation of Traffic means any situation where the Service experiences unusual call patterns that are disproportionate to the overall amount of usage as would reasonably be expected.

Account Registration and User Responsibilities

Registering for an account with FoneLogix establishes a legally binding agreement between you and the company. Accordingly, by creating an account, you explicitly acknowledge having read, understood, and agreed to abide by all telecommunications terms and conditions outlined in this document.

The Cloud Services Portal enables both individual users and Administrators to manage their telecommunications services online. Your subscription type and account role determine which features and services become available to you within the portal. Notably, the portal is accessible from any internet-enabled device, allowing management of services whether in office or traveling.

When registering, users must:

- Provide accurate and complete personal information
- Create only one account (multiple accounts may result in suspension)
- Maintain current contact information, particularly email addresses
- Update FoneLogix within 24 hours of any email address changes
- Safeguard account credentials and avoid sharing passwords

Users cannot register for FoneLogix services if they are under 16 years of age or if their account has been previously disabled for terms violations. Moreover, FoneLogix reserves the right to refuse applications with incomplete information, questionable accuracy, or from individuals with histories of fraud or bankruptcy.

During account usage, customers bear responsibility for ensuring all necessary approvals and permissions for services operated through FoneLogix, including those offered to End Users. Additionally, customers must ensure their services comply with applicable laws and these terms.

Upon request, customers shall provide FoneLogix with information regarding services operated through the platform. Subsequently, customers must ensure services are not used for unlawful purposes, including transmission of content that is abusive, harmful, threatening, defamatory, pornographic, or that infringes on intellectual property rights.

For security purposes, the connection to the portal automatically closes after extended periods of inactivity, returning users to the sign-in page. Users should maintain current email addresses since FoneLogix communications regarding account changes arrive via email.

Service Description and Availability

FoneLogix delivers a suite of cloud-hosted communication solutions designed to meet diverse business needs. Based in Atlanta, Georgia, the company provides enterprise-level services that offer reliability and cost-savings advantages over traditional premise-based systems.

The core service offerings include:

- Unified communications platforms
- Contact center solutions
- Conversational banking interfaces
- Intelligent interactive voice response (IVR) systems
- VoIP business phone systems

These telecommunications services operate through cloud infrastructure, eliminating the need for extensive on-site equipment while providing enhanced flexibility. In essence, this approach allows businesses of all sizes to access enterprise-grade communication tools previously available only to larger organizations.

The service delivery model features a browser-based administrative dashboard giving customers complete control over their customized solutions. This management interface offers robust capabilities that surpass what traditional premise-based systems can provide. Consequently, users can configure and adjust their telecommunications services from anywhere with internet access.

Regarding availability, FoneLogix incorporates several reliability measures into their infrastructure. Many modern VoIP providers implement redundant, geographically distinct data centers continuously linked via tier-one fiber networks. As a result, if one data center experiences an outage, calls automatically transfer between locations to maintain maximum uptime.

Security considerations remain paramount within the telecommunications terms and conditions. Indeed, properly secured systems incorporate protection against potential vulnerabilities including DDoS attacks and VoIP fraud. Robust security protocols such as encryption, VoIP firewalls, and secure Session Initiation Protocol (SIP) help safeguard communications.

Beyond basic technology, FoneLogix provides skilled technical expertise through their LogixCare™ support team. This comprehensive approach ensures customers receive not only communication technology but also the necessary assistance to maximize system performance and resolve any issues promptly.

SMS Communications and Phone Number Collection

FoneText stands as a pivotal component within the telecommunications terms and conditions framework, offering businesses a powerful text messaging platform that works with existing phone numbers. This SMS solution enables organizations to reach customers directly on their mobile devices, where messaging open rates exceed those of traditional communication channels.

Prior to initiating any SMS communications, FoneLogix requires explicit written consent from recipients. This consent represents more than a legal formality—it forms the foundation of compliant telecommunications services. Upon obtaining consent, businesses must send an initial message within a reasonable timeframe that includes essential opt-out instructions.

The consent mechanism must follow these guidelines:

- Clearly state the business name sending messages
- Specify message types recipients will receive
- Indicate messaging frequency
- Include text message and data rate notices
- Provide links to terms and conditions
- Reference the privacy policy
- Offer straightforward opt-out instructions

Beyond initial consent, FoneLogix prohibits certain messaging behaviors. For instance, no messages may be sent between 9:00 PM and 8:00 AM, respecting recipients' privacy. Furthermore, all communications must clearly identify your business name in every message.

The opt-out process deserves particular attention. Recipients must be able to reply with standard keywords like "STOP" to immediately unsubscribe. After receiving an opt-out request, only one final confirmation message is permitted before all communications must cease.

FoneLogix likewise prohibits certain content categories within its SMS platform. Messages containing references to sex, hate, alcohol, firearms, or tobacco violate the telecommunications terms and conditions.

For emergency situations, FoneLogix offers enhanced flexibility. The system allows answering services to transfer seamlessly to mobile phones when staff are away from the office, ensuring continuous communication regardless of location or circumstance.

Properly implemented, these SMS capabilities significantly enhance customer engagement while maintaining strict compliance with telecommunications regulations.

Intellectual Property Rights

Protection of intellectual assets stands at the core of these telecommunications terms and conditions. Primarily, all intellectual property rights owned by either party remain vested with that party throughout the service period.

FoneLogix retains exclusive ownership of all:

- Trade names, trademarks, and logos
- Documents, drawings, and technical information
- Access codes provided to customers
- Database information accessed by customers

Generally, intellectual property is the most valuable asset any business possesses. It represents substantial investment in both time and money while providing competitive advantages in the marketplace. This protection extends beyond products and services to encompass business names, logos, slogans, and marketing materials.

Users receive a personal, limited, non-exclusive, and non-transferable license to use FoneLogix services and related software exclusively for designated purposes. Nevertheless, this license specifically prohibits:

- Using FoneLogix name or trademarks in ways implying approval of customer offerings
- Attempting to claim ownership of any FoneLogix intellectual property
- Registering FoneLogix trademarks as your own trade names or domain names
- Using logos or names in unauthorized commercial contexts

The Service must never be used for transmitting information that violates intellectual property rights of others. This prohibition encompasses unauthorized use of copyrighted material, trademarks, trade secrets, patents, or other protected intellectual property.

Although intellectual property encompasses trademarks, patents, and copyrights, each provides different protections. Trademarks safeguard words, phrases, symbols, or designs identifying goods/services sources. Meanwhile, copyrights protect original creative works from unauthorized reproduction or exploitation.

For businesses, intellectual property rights enforcement becomes particularly crucial when third parties infringe upon these assets. Essentially, these provisions help protect both FoneLogix's intellectual investments and ensure customers understand their rights and limitations regarding service-related intellectual property.

Privacy and Data Protection

FoneLogix maintains strict data protection protocols aligned with industry standards and applicable regulations. Your personal information receives careful handling throughout all interactions with our telecommunications services.

The company collects several types of data during normal operations:

- Identity Data – first name, last name, username or similar identifiers
- Contact Data – billing address, home address, email address, telephone numbers
- Location Data – geographic location information during service utilization
- Technical Information – IP address, browser type, device information

However, FoneLogix only collects information necessary to fulfill the purposes outlined in these telecommunications terms and conditions. Data minimization remains a guiding principle, ensuring storage of personal data is limited to what's strictly required.

FoneLogix implements appropriate security measures to prevent accidental loss, unauthorized access, alteration, or disclosure of your information. Access to personal data is restricted to employees, agents, and contractors with legitimate business needs. Despite these precautions, internet transmissions are never completely secure – a limitation acknowledged in these terms.

Regarding data retention, personal information is kept only as long as necessary to fulfill the purposes for which it was collected, including legal, accounting, or reporting requirements. The appropriate retention period considers data sensitivity, potential harm from unauthorized disclosure, and applicable legal requirements.

Under data protection laws, users have several rights:

- Request access to personal data
- Request correction of incomplete or inaccurate data
- Request erasure of personal data when no longer needed
- Object to processing in certain circumstances

The company routinely uses cookies and similar tracking technologies to monitor website activity. These files contain small amounts of data, possibly including anonymous unique identifiers. Users may instruct browsers to refuse cookies, though this might limit website functionality.

Any suspected data breach triggers prompt notification to affected users and applicable regulators as legally required.

Payment Terms and Billing

The billing structure for FoneLogix services follows specific cycles with clearly defined payment obligations. All telecommunications terms and conditions related to payment deserve careful attention as they directly impact service continuity.

Payment for nonrecurring charges, the initial month of recurring charges, plus applicable taxes becomes due immediately upon agreement execution. Afterward, recurring charges follow monthly intervals, billed prospectively from the service activation date. Usage charges accumulate in increments rounded up to the nearest minute, ensuring accurate billing for all telecommunications services.

FoneLogix accepts payment exclusively through these credit card options:

- Visa
- MasterCard
- Discover
- American Express

Unless otherwise authorized in writing, alternative payment methods remain unavailable. Each customer automatically enrolls in the Automatic Payment Plan, authorizing monthly credit card payments drawn upon invoice dates without further notice. Even partial payments receive treatment as “payment on account” without constituting full settlement.

Concerning billing disputes, customers must report errors within thirty days following the invoice date. Beyond this window, customers waive their right to contest charges—an important stipulation within telecommunications terms and conditions. Under no circumstances shall service interruptions or downtime justify reductions or credits against charged amounts.

Should payments arrive more than fifteen days after invoicing, FoneLogix may charge interest at 1.5% monthly or the maximum legally permitted rate. Furthermore, customers bear responsibility for all collection costs, including attorney fees associated with late payment recovery. The jurisdiction for payment disputes resides exclusively in Georgia courts, with Fulton County serving as the designated venue.

Upon service termination, the entire outstanding contract balance becomes immediately payable. This amount encompasses all unpaid sums currently due, plus charges that would have become due through the contract term's completion. Additionally, charges for equipment, hardware, or third-party provider fees remain fully collectible upon termination.

Termination and Suspension of Services

Both parties hold specific rights regarding contract termination within these telecommunications terms and conditions. These provisions outline the procedures and consequences when ending service relationships.

Customer termination for convenience is permitted in two scenarios: at the conclusion of the initial Term or during an Extended Term. In either case, written notice must be delivered at least ten days before the period ends. Notices submitted less than ten days prior become effective only at the end of the subsequent monthly billing cycle.

Notably, customers receive a one-time opportunity to reduce their service commitment before the initial Term expires. This provision allows termination of up to 50% of the maximum endpoints supplied during the Term, provided proper notice is given and the applicable Endpoint Cancellation Fee is paid for each dropped endpoint. Henceforth, no equipment refunds will be issued under any circumstances.

FoneLogix maintains termination rights for convenience by providing written notice ten days before the end of the Term/Extended Term. Additionally, the company may immediately suspend services or terminate the agreement if customers enter Default status. Default conditions include:

- Failure to pay required amounts when due
- Attempting to port numbers without prior written consent
- Misrepresenting facts to the company
- Entering bankruptcy proceedings or making assignments for creditors' benefit
- Using services for illegal purposes
- Interfering with services to other customers
- Permitting excessive use beyond normal person-to-person communication

E911 service activation occurs as soon as possible after service commencement. The primary billing address serves as the registered E911 location unless otherwise specified. Certainly, customers must recognize that service suspension or termination prevents E911 access. In due time, customers accept sole responsibility for any claims connected to E911 non-accessibility.

Upon termination, all licenses and rights to use the VoIP service cease, coupled with the customer's obligation to immediately discontinue any use of the telecommunications services.

Warranty Disclaimers

Understanding warranty limitations represents a critical aspect of telecommunications terms and conditions. FoneLogix provides all services strictly on an "as is" basis without warranties of any kind regarding service quality or performance.

FoneLogix explicitly disclaims all implied warranties, including but not limited to implied warranties of merchantability and fitness for a particular purpose. Unlike physical products with manufacturer guarantees, cloud-based telecommunications services cannot guarantee uninterrupted or error-free operation. Of course, certain hardware components may carry separate manufacturer warranties that remain independent from service provisions.

The company makes no representations that:

- Service use will be uninterrupted or timely
- Operations will be error-free or secure
- Results obtained will be accurate or reliable
- Service quality will meet specific expectations

Primarily, FoneLogix cannot provide completely fault-free telecommunications services. Given that the company relies on various third-party providers for service delivery, FoneLogix assumes no liability whatsoever for factors beyond its direct control. These external dependencies include internet service providers, hardware manufacturers, and telecommunications carriers.

Undoubtedly, customers must recognize their responsibility to determine whether FoneLogix services meet their specific business requirements. The service was not designed for individual customer specifications, making it the customer's obligation to evaluate suitability before implementation.

Additionally, FoneLogix specifically disclaims warranties related to high-risk activities. The services should not be used in scenarios where failure could lead to serious consequences such as personal injury or environmental damage.

FoneLogix documentation clearly states that warranty limitations extend to many operational aspects including transmission delays, data loss, and third-party interceptions. Accordingly, even telecommunications services marketed as reliable contain inherent limitations customers must acknowledge.

Note that physical transmission rates derived from technical specifications represent maximum theoretical rates rather than guaranteed performance. Actual wireless transmission rates and

coverage vary considerably based on environmental factors, network conditions, and client limitations.

Limitation of Liability

Specific liability limitations function as a critical component of telecommunications terms and conditions. FoneLogix sets clear boundaries regarding financial responsibility in case of service issues or damages.

Under no circumstances will FoneLogix be liable for lost profits, lost data, costs of substitute products, or any indirect, consequential, exemplary, incidental, special or punitive damages arising from service use or inability to use the service. This applies even when FoneLogix has been advised about potential damages. Your decision to access and use telecommunications services occurs entirely at your own discretion and risk.

Monetary liability is strictly capped per the following terms:

- Maximum liability for any damages is limited to fifty U.S. dollars (USD 50.00)
- The existence of multiple claims will not increase this monetary limit
- FoneLogix suppliers bear no liability whatsoever arising from or relating to this agreement

For direct damages, liability only applies to costs directly resulting from attributable failures to perform obligations under these terms, including:

- Reasonable costs incurred to have FoneLogix fulfill its contractual obligations
- Reasonable expenses for preventing or limiting direct damages
- Reasonable costs for establishing the nature and scope of direct damages

Alternatively, some terms cap direct damages at the previous month's revenue generated by the customer but not exceeding 3,000 U.S. Dollars for any single event or series of events.

FoneLogix assumes absolutely no liability in situations where:

- Claims arise from customer negligence, misconduct, or breach of agreement
- Customer fails to immediately notify FoneLogix of any claim
- Customer does not provide full authority and information for FoneLogix to address the claim

Please note that certain jurisdictions do not permit limitation or exclusion of liability for incidental or consequential damages, so these limitations might not apply in all cases depending on your location. These provisions work alongside the warranty disclaimers to establish comprehensive legal boundaries within the telecommunications service relationship.

Indemnification

The concept of risk allocation represents a fundamental aspect of telecommunications terms and conditions through indemnification provisions. In contractual relationships, indemnification determines who bears financial responsibility when problems arise involving third parties.

Under these terms, Customer agrees to defend, indemnify, and hold harmless FoneLogix along with its parents, subsidiaries, affiliates, officers, agents, employees, attorneys, representatives, and any underlying carrier, vendor, or service provider from any claims, expenses or damages (including attorneys' fees) arising from specific circumstances. These triggering events include:

- Customer's use of the Services
- Any person's use of Customer's account or pin, regardless of authorization
- Customer's statements or promises made in this agreement

Primarily, indemnification obligates the responsible party to not only pay for damages awarded to third parties but also cover legal fees incurred defending against such claims. This obligation typically extends beyond specific dollar amounts—the indemnifying party must assume defense responsibilities and address all related expenses.

FoneLogix explicitly states that this indemnification applies equally to losses from interruption of service, data loss, interception of telephone calls or faxes, third-party omissions, equipment failures, natural disasters, government actions, or circumstances beyond reasonable control. Yet customers are not liable for claims arising from FoneLogix's intentional or grossly negligent acts.

The indemnification provision serves as protection for FoneLogix against potential financial harm resulting from customer actions. Given its binding nature, customers should thoroughly understand these obligations before agreeing to service terms. In fact, many commercial contracts contain indemnification clauses as essential risk-allocation tools.

Presently, courts may scrutinize overly broad indemnification provisions, especially those creating significant power imbalances between parties. Simply making indemnification provisions reciprocal rarely resolves concerns about unfair language, which explains why these clauses typically receive careful attention during contract negotiations.

Dispute Resolution

Resolving conflicts effectively remains an integral part of telecommunications terms and conditions. FoneLogix adopts arbitration as the primary dispute resolution mechanism for all service-related disagreements.

By signing the Service Activation Form (SAF), customers explicitly acknowledge and consent to resolving any controversy, claim, or dispute through binding arbitration rather than court litigation. This process follows the Commercial Arbitration Rules and Mediation Procedures established by the American Arbitration Association (AAA). The arbitration takes place exclusively in Fulton County, Georgia, eliminating the possibility of jury trials.

Primarily, this approach offers several advantages over traditional litigation:

- Cost-Effectiveness – Arbitration typically costs less than court proceedings
- Time Efficiency – Disputes resolve faster than through litigation
- Confidentiality – Proceedings remain private, unlike public court cases
- Specialized Expertise – Arbitrators often possess industry-specific knowledge

Throughout the arbitration process, both parties present their positions to a neutral third-party arbitrator who serves as a 'judge'. The arbitrator's decision becomes legally binding, analogous to a court judgment. In fact, either party may enter this award in any court with proper jurisdiction.

For this purpose, customers must understand that AAA's applicable rules govern the entire process, with current guidelines available online at www.adr.org. FoneLogix maintains records of all customer interactions, enabling clear documentation of disputes whenever they arise.

Alternatively, certain telecommunications conflicts might benefit from less formal resolution methods. Negotiation represents the least formal approach, wherein parties work toward consensus without third-party intervention. Meanwhile, mediation involves a professional mediator who helps facilitate agreement without making binding decisions.

Eventually, this structured approach to conflict management protects both parties' interests while avoiding unnecessary litigation expenses.

Governing Law

Legal frameworks provide essential structure to telecommunications agreements, establishing which laws apply and where disputes must be resolved. The governing law provisions within telecommunications terms and conditions define these crucial parameters.

All agreements with FoneLogix fall exclusively under United States and Georgia state law jurisdiction. This legal framework removes ambiguity regarding which regulations apply to service disputes and creates consistency in legal interpretations. Simultaneously, these provisions prevent customers from seeking judgments in potentially more favorable jurisdictions.

For clarity, exclusive jurisdiction for any claim or dispute not subject to arbitration resides within the state and federal courts of Georgia. In contrast to arrangements allowing multiple jurisdiction options, this provision streamlines legal proceedings by concentrating all potential litigation in one geographic area.

More specifically, proper venue for all claims or disputes is established exclusively in Fulton County, Georgia. By signing the Service Activation Form, each customer explicitly waives any defense that Fulton County represents an inconvenient forum. Additionally, customers expressly and irrevocably consent to personal jurisdiction in these courts for all claims or disputes.

The telecommunications regulatory landscape divides VoIP services into two fundamental categories:

- Interconnected services – requiring users to make/receive calls from/to Public Switched Telephone Networks
- Non-interconnected services – operating without PSTN connection

From a broader perspective, telecommunications services classification determines regulatory authority distribution between federal and state governments. The Federal Communications Commission (FCC) creates the regulatory framework for PSTN and VoIP telephony nationwide.

Progressively, court decisions have determined that certain VoIP offerings qualify as “information services” rather than “telecommunications services”.

As a matter of fact, these distinctions carry significant implications. Where VoIP qualifies as an information service, state regulation becomes preempted and impermissible. Thus, federal law supersedes conflicting state regulations in such cases.

Modifications to Terms

FoneLogix reserves the exclusive right to modify its telecommunications terms and conditions at any time without prior notification. These changes become effective immediately upon posting on the company’s website with no additional notice provided. Initially, this unilateral modification capability applies to all aspects of the agreement, including pricing terms and other matters pertaining to services.

Over time, service terms may need adjustment for various reasons. FoneLogix specifically maintains authorization to make changes necessary for compliance with statutes, rules, or regulations governing service provision. Changes might affect either the agreement itself or the actual telecommunications services provided under it.

Above all, customers should regularly review these terms for updates. Your continued use of any telecommunications services following changes constitutes acceptance of those modifications. From time to time, FoneLogix may provide revised agreements directly to customers rather than solely relying on website publication.

If you don’t wish to accept revised terms, you maintain certain rights:

- Terminate your account in writing or via email to info@fonelogix.com
- Termination becomes effective from the date the revised agreement would take effect
- Provide notification before the implementation date of the revised terms

As shown above, FoneLogix extends similar termination rights when modifying the actual services themselves. Users unwilling to accept service changes may terminate their accounts with effect from the change implementation date.

By the time any changes are implemented, customers bear responsibility for understanding current terms. This emphasizes the importance of remaining informed about telecommunications terms and conditions governing your services. Unquestionably, FoneLogix maintains broad authority regarding modifications, as exemplified by their reserved right to “unilaterally amend all offers, pricing terms or other matters” related to their services.

General Provisions

Supplementary clauses within telecommunications terms and conditions address essential operational aspects not covered elsewhere. These general provisions establish fundamental parameters governing the overall agreement structure.

The agreement officially becomes binding when executed by both FoneLogix and Customer, continuing until the end of the commitment period identified on the Service Activation Form (SAF). At the initial expiration, if no new agreement exists, the Term extends automatically month-to-month. During this Extended Term, FoneLogix may invoice at current month-to-month rates unless a new SAF is executed.

Either party may terminate for convenience by providing written notice:

- Customer may terminate at Term end or during Extended Term with ten-day written notice
- FoneLogix may terminate with ten-day written notice before Term/Extended Term end

The Principal Terms supplement the General Terms & Conditions (GT&C), yet prevail during any conflicts between documents. Customer's SAF execution represents explicit acknowledgment of having read and agreed to be bound by all agreement components.

Importantly, this combined documentation (SAF, Principal Terms, and GT&C) constitutes the complete agreement between parties, replacing all prior verbal or written arrangements on the subject matter. For legal clarity, this agreement operates under United States and Georgia state law jurisdiction, excluding conflicts-of-law rules.

Customer acknowledgment regarding service suspension remains vital—any suspension prevents complete service access, including E911 functionality. This creates significant safety implications customers must understand before accepting these telecommunications terms and conditions.

Any modifications to the agreement require written documentation signed by the party to be bound by such alterations. Caption headings exist solely for convenience purposes and should not be interpreted as defining agreement provisions.

Firstly, contract enforcement occurs on a provision-by-provision basis—if any clause becomes unenforceable, remaining provisions maintain their effect. Besides technical considerations, these general provisions establish foundational principles supporting all other telecommunications terms and conditions.

Contact Information

Accessing support remains essential when questions arise regarding telecommunications terms and conditions. FoneLogix provides multiple contact channels to address customer inquiries and technical issues.

First and foremost, FoneLogix maintains a dedicated customer service line that accepts both calls and text messages. To reach customer support directly, customers can dial:

CALL or TEXT: 678-785-FONE (3663)

For written communications, FoneLogix offers purpose-specific email addresses to ensure inquiries reach the appropriate department:

- INQUIRE: (for general questions and information)
- HELP: (for technical support and assistance)

In addition to these virtual contact options, FoneLogix maintains a physical headquarters where customers can direct mail correspondence or schedule in-person meetings:

MAIN OFFICE:

490 Sun Valley Dr, Ste 207
Roswell, GA 30076

Typically, customers should reference their account information when contacting support to expedite assistance. This practice helps support staff quickly access relevant account details and service configurations.

In order to streamline communications, FoneLogix encourages customers to use the appropriate channel based on their specific needs. Technical issues are best directed to the help email, whereas billing questions and service inquiries should be sent to the inquire address.

For immediate assistance with urgent matters, phone or text communication generally provides the fastest response. Alternatively, email communication creates a documented record of the exchange, which may prove valuable when addressing complex issues regarding telecommunications terms and conditions.

The company also maintains an online presence through various social media platforms, offering additional avenues for connecting with customer service representatives when questions arise about telecommunications services, SMS disclosure requirements, user responsibilities, or liability limitations stated in these terms.
