Critical Information Summary

Tronic Cloud Voice AI

Self-service AI voice & chat agent platform – Silver & Gold plans

> **Pre-paid service.** Tronic Cloud Voice AI is paid in advance. You maintain a credit balance, and your monthly plan fee and all usage are drawn from that balance — there is no monthly bill in arrears. If your balance runs out, the service pauses until you top up.

Information about the service

Tronic Cloud Voice AI is a New Zealand-hosted platform for building and running AI voice and chat agents. You sign up online, are automatically assigned a New Zealand phone number, and create AI agents that answer phone calls and online chats. The service is delivered over the internet – there is no on-premise hardware to install. It is a pre-paid, pay-as-you-go service: you load credit in advance, and your monthly plan fee and usage are drawn from your balance. Two plans are available, Silver and Gold, which differ in their monthly fee and their per-use AI rates.

About the offer

- **Part of a bundle?** No – this is a standalone service.
- **Goods required to take up the offer?** No – no hardware is required. You only need an internet-connected device with a web browser.
- **Minimum term?** No – the service is month-to-month with no lock-in contract.
- **Pre-paid?** Yes – the service is paid in advance from your credit balance (see Billing below).
- **Who is eligible?** This service is available only to customers who reside in New Zealand and have New Zealand as their permanent place of residence.

Plans and what is included

Plan	Monthly plan fee	What the plan includes	Additional number
Silver	$10.00 / month	1 New Zealand phone number (DID); $10 free starting credit on signup; full Tronic Cloud dashboard; voice and chat agents; knowledge bases; call and chat history.	$1.00 / number / month
Gold	$20.00 / month	Everything in Silver, with lower per-use AI rates (see examples below).	$1.00 / number / month

Also included with every account: $10 free starting credit, secure online card top-ups, usage-based billing and low-balance email warnings.

Not included: AI model usage (language models, speech-to-text, text-to-speech and realtime voice) is billed separately, per use, at the rates published on our website. Additional phone numbers are $1.00 per number per month. Charges may apply for outbound telephony where used.

Charges for using this service

Minimum monthly charge: Silver $11.00 per month, Gold $21.00 per month – each made up of the monthly plan fee plus the one New Zealand number included with the plan. The billing term begins as soon as the account is activated.

No once-off fees: there are no setup, connection or activation fees to start the service.

Total monthly cost: because usage is pay-as-you-go, your total monthly cost varies with how much you use, and there is no fixed maximum monthly charge.

GST: all prices in this summary are in New Zealand dollars (NZD) and include NZ GST where applicable.

AI usage is billed per use at the rates published at tronicloud.co.nz/prices. Many more models are available than shown here. The examples below are indicative only and are shown in NZD, including NZ GST where applicable.

Service (example model)	Unit	Silver plan	Gold plan
Language model – gpt-4o-mini	per 1M tokens	In $0.497 · Out $1.98	In $0.464 · Out $1.85
Language model – claude-sonnet-4-6	per 1M tokens	In $9.94 · Out $49.65	In $9.27 · Out $46.33
Language model – gemini-2.5-flash	per 1M tokens	In $0.992 · Out $8.27	In $0.927 · Out $7.72
Speech-to-text – OpenAI STT	per minute	$0.0199	$0.0185
Text-to-speech – OpenAI TTS	per 1M characters	$49.65	$46.33
Realtime voice – gpt-realtime	per 1M tokens	In $132.38 · Out $265	In $123.56 · Out $248

AI providers change their prices frequently, so these rates can change at any time. tronicloud.co.nz/prices *is the best place to check the correct, current prices – the full, current rate card is always published there.*

Billing – this is a pre-paid service

Tronic Cloud Voice AI is a pre-paid, pay-as-you-go service. New accounts receive $10 of free starting credit. You top up your balance in advance by credit card through secure checkout in your dashboard; your monthly plan fee and all usage are then drawn from that balance. You can view your balance, usage and spend at portal.tronicloud.co.nz, and you receive low-balance email warnings. If your balance runs out, the service pauses until you top up again – there is no bill or debt in arrears.

Minimum term, contract and cancellation

Tronic Cloud does not lock you into a fixed-term contract. The service is month-to-month, so there are no early termination charges. We ask for one month's notice to cancel a service.

Customer service

- **Email:** voiceai@tronic.com.au
- **Web:** https://tronicloud.co.nz/

Dispute resolution

If you are dissatisfied with the outcome of a customer service request and wish to take the matter further, please make a complaint in writing to voiceai@tronic.com.au. We treat all complaints as high priority.

Telecommunications Dispute Resolution (TDR)

If you are dissatisfied with the outcome of your complaint after following our complaints handling process, you may contact Telecommunications Dispute Resolution (TDR), a free and independent service, at tdr.org.nz or by calling 0508 98 98 98.

This Critical Information Summary is a summary only and does not contain the full terms of the service. Version 1.0, current as at November 2026 and subject to change. For current plans and prices see tronicloud.co.nz/prices.