

Terms and Conditions

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Proxnum is the trading name of Neuroloud Networks and Technologies Limited, a company incorporated in Kenya. Downloaded from <https://proxnum.com> • 2026-10-26

These Terms and Conditions govern your use of the Proxnum virtual phone number and SMS verification services available at <https://proxnum.com> and related platforms (the "Services").

Proxnum is the trading name of Neuroloud Networks and Technologies Limited, a company incorporated in Kenya. References to "Proxnum", "Company", "we", "us", or "our" mean Neuroloud Networks and Technologies Limited trading as Proxnum.

By creating an account, topping up, purchasing a number, or otherwise using the Services, you accept these terms in full. If you do not agree, do not use the Services.

1. Definitions

- Service / Services - Proxnum's virtual phone number platform and related features
- User / you - the individual or entity using the Services
- Company / we / our - Neuroloud Networks and Technologies Limited trading as Proxnum
- Virtual Number - a phone number provided for SMS / OTP verification or related use as offered on the platform
- Top-up - funds added to your Proxnum account balance

2. Account

You must provide accurate registration information and keep your login credentials confidential. You are responsible for all activity under your account. Notify us promptly of any unauthorised access. Proxnum is not liable for losses caused by unauthorised use of your account where you failed to secure it.

3. Services

Proxnum provides virtual numbers and related SMS / OTP delivery as described on the website. Availability, pricing, countries, and features can change. Delivery depends in part on third-party networks and destination platforms. We do not guarantee that every destination platform will accept a given number.

4. Payments and refunds

Fees are charged as shown at the time of purchase or top-up. Payment details are processed by payment service providers. Proxnum does not store full card numbers on its servers.

Credit card, debit card, and mobile money top-ups are refundable if you request a refund within two (2) days of the top-up by emailing support@proxnum.com. After Proxnum approves the refund, we process it within three (3) business days. Your bank or payment provider then takes a further five (5) to ten (10) days to credit your account. Any spent portion of a top-up is not refundable.

Cryptocurrency top-ups are not refundable under any circumstances.

If no OTP / SMS is received within the stated waiting period (21 minutes), Proxnum automatically refunds the purchase to your Proxnum account balance. Once an SMS or OTP is received, that number purchase is final and not refundable, even if verification on the destination platform fails.

Proxnum retains the right, at its sole discretion, to refuse, delay, or limit any refund. Full rules are at <https://proxnum.com/refund-policy>.

5. Sanctioned jurisdictions

Payments from sanctioned or restricted jurisdictions are not accepted. You must not use the Services if you are located in, or accessing them from, a sanctioned or restricted jurisdiction. Proxnum declines transactions, reverses payments, suspends accounts, and blocks access where sanctions or compliance rules require it.

6. Acceptable use

You must not use the Services for unlawful activity, fraud, harassment, spam, circumvention of sanctions, or any use that harms Proxnum, other users, or third parties. We suspend or terminate accounts that violate these terms or applicable law.

7. Intellectual property

Neurocloud Networks and Technologies Limited retains all rights in the Proxnum platform, branding, and content. You receive a limited, non-exclusive licence to use the Services as intended.

8. Privacy

Personal data is handled as described in our Privacy Policy and Data Processing Policy at <https://proxnum.com/privacy-policy> and <https://proxnum.com/data-processing-policy>.

9. Limitation of liability

To the fullest extent permitted by law, we are not liable for indirect, incidental, or consequential losses, or for failures caused by third-party networks, destination platforms, or events beyond our reasonable control. Our total liability for any claim relating to the Services is limited to the amount you paid us for the specific service giving rise to the claim in the three months preceding the claim.

10. Termination

You may stop using the Services at any time. We suspend or terminate access for breach of these terms, legal risk, or operational necessity.

11. Governing law

These terms are governed by the laws of Kenya. Disputes should first be raised with us for resolution; unresolved disputes may be brought before the courts of Kenya.

12. Contact

Neurocloud Networks and Technologies Limited (trading as Proxnum)

Email: helol@proxnum.com / support@proxnum.com

Website: <https://proxnum.com>