

Viber Media S.a r.l
Company number B184956
2, rue du Fossé L - 1536
Luxembourg.

Customer support portal:
<https://help.viber.com/en/contact>

March 23rd , 2026

Contract Summary for Electronic Communications

- This contract summary provides the main elements of Viber's electronic communications service offer as required by EU law for Electronic Communications providers.¹
- It helps to make a comparison between service offers.
- Complete information about the service is provided in other documents.

Services

We provide ways for you to communicate with other users of our Services through messages, audio, video calls and video chats, sending images and video files; the Viber App is classified as a Number-Independent Interpersonal Communications Service (NI-ICS).

Through our Viber Out service, we also allow you to communicate with telephone numbers of people who do not use our Services; Viber Out is classified as a Number-Based Interpersonal Communications Service (NB-ICS).

Price

For our Viber Out service, we charge you through Viber Credits (pay as you go) or on a monthly subscription basis. Your Viber Credit balance will be reduced per actual consumption of our Viber Out services, according to our price list available here: <https://account.viber.com/en/rates-index>.

If you chose to purchase a Viber Out monthly subscription you will only be charged the recurring monthly charge of the specific subscription you selected, as indicated in your purchase flow, inclusive of taxes, until you terminate the subscription. There is no additional charge from us for activating our services, for equipment or other recurring or consumption-related charges.

Messaging and calls between Viber Users which are done through the free Viber service are not charged.

¹ Article 102(3) of Directive (EU) 2018/1972 of the European Parliament and of the Council of 11 December 2018 establishing the European Electronic Communications Code (OJ L 321, 17.12.2018, p. 36).

However, you are responsible for all your carrier data plans, Internet fees, and other fees payable to third parties you have contracted with as well as taxes associated with your use of our Services.

Duration, renewal and termination

We aspire that you will always continue to share good vibes through the use of our Service, but you may terminate your relationship with Viber at any time. If you are using our free Service, you may simply cease to use the Service.

If you subscribed for our Viber Out service or another service on a subscription plan, there is no commitment period - the subscription is renewed on a monthly basis, unless you cancel it in accordance with our cancellation policy at no additional cost.

Where permissible under the law, Viber has the right to terminate your rights under our Service without notice, including, and without derogating from our general right, if you are in breach of our Terms and/or other policies or we decide not to provide the Services or any part thereof in certain locations or to certain devices.

Features for end-users with disabilities

Viber is dedicated to facilitating the use of the Services by disabled end-users. Expandable font size is available on our app for people with visual disabilities. For additional disabled-friendly functions, please see the available solutions within your mobile or other IT device's native operating system.

Other Relevant Information

You can raise a complaint about our Services by contacting us on Viberforeigndispute@viber.com or through our contact form at <https://vb.me/ContactUs>. You may also be entitled to refer Disputes in relation to matters covered by the European Electronic Communications Code to an independent body for dispute resolution appointed in your country. A list of such bodies is available at: <https://ec.europa.eu/consumers/odr/main/?event=main.adr.show2>. The list of the UK approved ADR schemes for Viber Out is available at: <https://www.ofcom.org.uk/phones-telecoms-and-internet/advice-for-consumers/problems/adr-schemes>.