Frequently Asked Questions

Bond by Voice

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1. What is Bond by Voice?

Bond by Voice is a mobile app that lets you personalize stories with a loved one's recorded voice, plus enjoy a growing library of animations, lullabies, and songs. This creates a unique, personal way for families to share storytelling and music, especially when distance or busy schedules make it hard to be together.

2. Do I need any recording or performing experience?

Not at all! Just record your voice reading a short script, and our technology blends it seamlessly into personalized stories. Bond by Voice is designed to be fun and easy, whether you're a natural performer or completely new to recording.

3. How does this help me connect with my child?

Hearing your voice helps children feel secure and comforted, even when you're not physically present. By adding your voice to personalized stories, you create warm, personalized moments that build familiarity, joy, and emotional connection.

4. What's free, and for how long?

Free plan: Everyone can preview up to 90 seconds of any story, animation, or song, read by one of our narrators. You can also read stories aloud yourself with Read & Record:

- 3 free recordings the first day you open the app
- 1 more each day for the next 7 days (10 in your first week)
- Then 1 more on Day 14, Day 21 and Day 28 (13 in all)

Unused free recordings can be used any time during your first 30 days. Every recording you save stays playable for as long as we support this offer. The free start is one per person; creating a new account on the same device or with the same Apple or Google account doesn't reset it. The free plan doesn't include voice stories in a cloned voice, and free users can't add voice profiles or Studio Voice. See Question 5 for what happens after your first 30 days and Question 15 for more on Read & Record.

Free trial: Annual plans come with a 7-day free trial. It includes everything in the annual plan you choose, except Studio Voice, which unlocks after your first payment. Monthly plans don't include a free trial.

When the trial ends, your subscription automatically renews to your selected plan unless canceled at least 24 hours before the trial expires.

Free features and allowances may change over time. The app always shows what's currently included.

5. What happens after my first 30 days?

When your 30 free days end, you choose what comes next:

- Subscribe to a paid plan for voice stories in your voice and unlimited Read & Record.

- Keep listening for free. All the recordings you saved stay playable for as long as we support this offer. No new recordings are added.

Nothing you've saved is deleted when your free days end. If you subscribed and later canceled, see Question 8.

6. How much does it cost?

Bond by Voice offers three plans, Starter, Premium, and Pro, billed monthly or annually:

- **Voice profiles:** 1 with Starter, 2 with Premium, 4 with Pro
- **Voice stories:** 8, 20, or 30 a month. Unused voice stories don't roll over; your allowance resets on your billing date.
- **Read & Record:** unlimited on every paid plan
- **Studio Voice:** included with every annual plan (see Question 12)

On any paid plan, you can also add extra voice profiles or Studio Voices as one-time purchases.

You'll see the exact plan details and price before confirming your purchase in the Apple App Store or Google Play Store. Every plan renews automatically until you cancel. Subscriptions are handled securely through your app store account. Bond by Voice does not collect or store your payment details.

7. How do I cancel my subscription?

You can cancel anytime through your app store account:

- **For iPhone or iPad (Apple App Store):**
  - Go to Settings → [Your Name] → Subscriptions, or open App Store → Account → Subscriptions.
  - For help, visit Apple's Subscription Support.
- **For Android (Google Play):**
  - Open Play Store → Profile Icon → Payments & Subscriptions → Subscriptions.
  - For help, visit Google Play Subscription Help.

Deleting the app or your account does not cancel your subscription. You must cancel through your app store account. Subscriptions and billing are securely managed through Apple, Google, and our trusted partner RevenueCat.

When you cancel, your plan stays active until the end of the period you've already paid for. To see what happens to your stories and recordings, see Question 8.

8. What happens to my stories and recordings if I cancel?

Your stories aren't deleted, but you won't be able to play stories made with your voice profiles unless you subscribe to a paid plan again.

- **Read & Record:** your 10 oldest recordings stay playable, along with any you make after canceling. The rest are saved and unlock again when you resubscribe to a paid plan.
- **New recordings:** you keep getting free recordings on the free-plan schedule until 30 days after you first opened the app. After that, you can subscribe again or keep listening to your playable recordings for free.

- **Voices and Studio Voice:** any voice profiles or Studio Voices you bought or received stay on your account, locked, and come back when you resubscribe. You can't buy add-ons while you're not subscribed.

Creating new personalized stories, adding new voice profiles, or using Studio Voice requires an active paid plan.

As long as you keep signing in, everything stays saved for you. If you don't sign in for 3 years, your stories, voice profiles, and recordings are permanently deleted. Deleting your account removes them permanently (see Question 21).

9. How secure are my voice recordings and personal data?

We take privacy and data security very seriously.

Your voice recordings and personalized content are stored securely using trusted, industry-leading cloud infrastructure. **We never sell your recordings, and we never share them with advertisers, marketers, or data brokers.**

To create your personalized voice, we do work with a small number of specialized voice technology providers who process your recording on our behalf. They are bound by contract to use your voice only to deliver this feature, never for their own purposes, and to delete it on our instruction. We name these providers directly in our Privacy Policy so you always know exactly who is involved.

For full details, you can read our Privacy Policy.

10. How realistic will my voice sound in my stories?

Bond by Voice uses advanced voice technology that captures your natural tone, warmth, and emotion to create beautifully lifelike results from a short recording, among the best quick-setup voice technology available today.

That said, no system can perfectly reproduce every detail of a human voice in all situations. You may notice small tonal differences or subtle digital textures from time to time. These are completely normal and reflect the current state of voice technology.

Our research and development team continually refines and upgrades our models as new advances become available. As a Bond by Voice user, you automatically benefit from these improvements, so your voice quality will only get better over time.

Most importantly, families tell us that the emotional experience of hearing a familiar voice in a story far outweighs any small imperfections. It's not about technical precision; it's about genuine connection.

If you'd like the most lifelike result possible, see Studio Voice below.

11. Can I add my voice to songs and lullabies too?

Not yet. Voice personalization is currently available for stories only. Singing voice technology is more complex than spoken narration, and we want it to sound great before bringing it to families.

In the meantime, Bond by Voice includes a growing library of lullabies and songs you can enjoy as-is. We're actively working on bringing voice personalization to songs as the technology improves, and we'll let you know as soon as it's available.

12. What is Studio Voice?

Our standard voice is your voice, ready in minutes: fast, personal, and great for most families. Studio Voice is your voice, perfected, for families who want the most lifelike result possible.

Every annual plan includes Studio Voice: 1 with Starter and Premium, and 2 with Pro. Included Studio Voices are given once per account, so canceling and rejoining doesn't add more, and an unused one stays available while you have an active annual plan. You can buy additional Studio Voices as one-time add-ons on any paid plan, annual or monthly. Studio Voice isn't available on the free plan.

Unlike our standard voice setup, which creates a great-sounding voice from a short recording in moments, Studio Voice trains a dedicated AI model on a much larger sample of your voice to produce a noticeably richer, more natural, and more accurate match. The result is a noticeably more lifelike and natural-sounding version of your voice.

Once your Studio Voice is ready, you can use it to generate new personalized stories just like the standard voice. Stories made with Studio Voice count toward your monthly voice story allowance.

13. How do I record my voice sample for Studio Voice?

You have two ways to build your voice sample, or you can combine both:

- **Record in-app:** Use the built-in Studio Voice recorder to capture your voice in one or more sessions. Record in short bursts or longer stretches, whatever fits your schedule.
- **Upload MP3 files:** Already have recordings? Upload existing MP3 files directly and their duration will count toward your total.

A few things to know either way:

- **Watch your progress:** The app tracks and displays your combined total recording time across all sessions and uploads as you go.
- **Minimum to submit:** Once you've reached at least 30 minutes of clear audio, the Submit for Training button will activate. You're free to continue adding recordings up to 3 hours for the best possible result.
- **Environment:** Whether recording in-app or uploading, aim for a quiet space with minimal background noise and echo. Speak naturally and consistently, as if reading a story aloud.

The more quality audio you provide (up to 3 hours), the more accurate and natural your finished voice will sound.

14. When does Studio Voice unlock, and how long does it take to be ready?

Studio Voice unlocks after your first paid charge. If you start with a free trial, it unlocks when the trial ends and your first payment goes through, never during the trial.

After you submit your recording and complete a brief voice verification step, your Studio Voice is typically ready within 2–6 hours. We'll notify you as soon as it's ready. In the meantime, you can continue creating personalized stories with your standard voice.

15. What is Read & Record?

Read & Record lets you record yourself reading a story aloud in your own live voice, with no voice cloning involved. Instead of generating synthetic speech, the app saves your actual recording and plays it back page by page.

It's a lovely option when you want to read a particular story yourself, or if you'd rather not set up a voice profile at all. The trade-off is that you'll need to read each story individually to record it, but once it's recorded, you can play it back as many times as you like. A voice profile, by contrast, can narrate any story in the library without you ever having to read it yourself.

Read & Record works on stories and series with Storybook format turned on. It isn't available on animations or songs.

- **Paid plans:** unlimited Read & Record.
- **Free plan:** 10 recordings in your first week, then 1 each on Days 14, 21 and 28 (see Question 4).
- **After 30 days:** a paid plan or listen-only (see Question 5).
- **If you cancel a paid plan:** your 10 oldest recordings stay playable, plus any you make after canceling (see Question 8).

Voice personalization (cloning your voice or a loved one's) is available on paid plans only.

16. Can I use my own stories?

No. Bond by Voice doesn't support uploading your own stories, songs, or lullabies; every story comes from our in-house library. What you can upload is a voice: your own, or one you have legal authorization to submit, to power your voice profile. See Question 20 for details on voice authorization.

17. Can I download my stories to keep outside the app?

No. Stories stay inside the Bond by Voice app for playback and aren't available to download or export. The one exception is short clips you create specifically to share on social media. Keep in mind that once you share a clip, it's on that platform and subject to their rules, not ours. We can't control what happens to it after that.

18. Is it only for babies and toddlers?

Bond by Voice content (the stories, animations, lullabies, and songs) is created for young children, ages 0 to 5, to listen to.

The app itself is set up and managed by an adult: a parent, grandparent, or other caregiver who creates the account, records or uploads voices, and manages the subscription. You must be at least 18 (or the age of majority where you live) to create an account. Adult family members anywhere in the world can contribute their voice to create special, personalized content for the little ones in their life.

19. Can grandparents and relatives use it from far away?

Absolutely! Adult family members in other cities can record their voice in the app on their own phone. Family who live farther away, including in other countries, can record audio and send you the files to upload for Studio Voice (see Question 13). Make sure the family member agrees to having their voice used before you upload it. When a child hears their grandparent's voice in a bedtime story, it helps build a sense of closeness, even before they meet in person.

20. Can I use someone else's voice?

Yes, but only with their permission, or if you hold the legal authority to act on their behalf.

Before each recording or upload, you'll be asked to check a box confirming that the voice is yours, or that you have legal authorization to submit it. This covers situations such as:

- A living adult who has given you their permission
- A loved one who has passed away, if you are their heir, executor, or personal representative
- A living person who cannot consent for themselves, if you hold power of attorney, legal guardianship, or similar authority

One important exception: you may not submit the voice of anyone under 18, including your own child. Bond by Voice is built so that adult voices are heard by children, not the other way around, and we don't create synthetic voices of kids.

We rely on your confirmation and do not independently verify it, so please be certain before you submit. Full details are in our Terms of Use.

21. How do I delete a voice or my account?

To delete a voice: delete the voice profile in the app at any time. This also deletes the stories made with that voice; stories made with your other voice profiles aren't affected.

To delete your account, you have two options:

- **In the app:** from the Home screen, tap the profile button at the bottom right, then Settings. At the bottom of the page, tap Delete Account, complete the quick parent check, and confirm.
- **By email:** email contact@bondbyvoice.com from the email address on your account and ask us to delete it.

These steps are also at bondbyvoice.com/delete-account. You can also email us to delete specific recordings, voice profiles, or Studio Voice samples without deleting your account.

Once you delete, your account is removed from use right away, and everything in it, including your voices, stories, and recordings, is permanently deleted within 30 days. Changed your mind? Email us within those 30 days and we can restore it. After 30 days, it can't be recovered.

Deleting your account doesn't cancel your subscription; cancel it in your app store account (see Question 7). It also doesn't remove any clips you've already shared to social media. Payment records are kept for 6 years for tax and accounting. For full details, see our Privacy Policy.

22. What devices does it work on?

Bond by Voice is available in the United States on both iOS (Apple) and Android (Google Play) devices. You'll need an internet connection for uploading recordings and generating personalized content.

23. Does the app guarantee a stronger bond with my child?

Bond by Voice is intended for entertainment and personal enjoyment only. While many families find joy and comfort in hearing familiar voices, we make no medical, psychological, or developmental claims. Every family's experience is unique.

24. How much screen time is safe for my child?

Bond by Voice encourages shared listening, not passive screen watching. We recommend following pediatric guidelines for age-appropriate screen time. Parents and caregivers are solely responsible for managing safe, healthy device use. Our app is designed to enhance connection, not replace real interaction or supervision.

25. How do I contact support?

If you have questions, feedback, or technical issues, email us at contact@bondbyvoice.com. We respond to all inquiries as quickly as possible.

Disclaimer

Bond by Voice is designed for personal enjoyment and family connection. It is not a medical, psychological, or therapeutic tool and should not be used as a replacement for professional guidance, therapy, or parental interaction. Parents are responsible for managing their child's use of the app and ensuring safe listening habits.