

## VoIP Pricing

We offer a full range of VoIP products suitable for single-user and multiple user business customers. Pricing for our single-user solution; VoIP Express, our hosted multiple-user solution (VoIP Enrich) are listed below.

For more details on our bespoke services please contact us.

### VoIP Express & Enrich

VoIP Product	Set Up Fee	Pricing Per Month
<b>VoIP Express</b>	Free	£2.50
<b>VoIP Enrich</b>	£5.00	£7.00

Features	VoIP Express	VoIP Enrich
<b>Geo UK (01/02) or non geo (0845) number</b>	1	1
<b>Voicemail</b>	1	1
<b>Trunks* (simultaneous calls)</b>	1	2
<b>Extension numbers</b>	N/A	1
<b>Auto attendant – single level</b>	N/A	1
<b>Hunt group</b>	N/A	1
<b>Queue</b>	N/A	1
<b>Call transfer</b>	N/A	Yes
<b>Call pickup</b>	N/A	Yes
<b>3-way calling</b>	N/A	Yes
<b>Extension level dialling</b>	N/A	Yes
<b>Call recording</b>	N/A	Yes
<b>Follow me</b>	N/A	Yes
<b>Call screening (black/white lists)</b>	Yes	N/A
<b>SMS text message</b>	Yes	N/A
<b>Call forwarding</b>	Yes	Yes
<b>Caller ID display</b>	Yes	Yes
<b>Outgoing call CLI options</b>	Yes	Yes
<b>Real-time call report</b>	Yes	Yes

\*Extension level dialling does not take up any of the trunk capacity

You can upgrade your **VoIP Enrich** account by adding extra user licenses, call queues or hunt groups with additional charges as detailed below. These additional features are not available to VoIP Express accounts.

Additional Features	Quantity	Pricing Per Month
Call queue	1	£4.00
Hunt group	1	£4.00
<b>User license includes:</b>		
<b>Extension number</b>	1	
<b>Geographical/non-geographical number</b>	1	£2.50
<b>Voicemail</b>	1	
<b>Trunks</b>	2	
Call recording		
<b>Per license**</b>	1	£2.50
<b>Storage (1GB)</b>	1	£2.50

\*\*Each recorded extension, hunt group and call queue requires 1 license. E.g. If you choose to record 2 DDIs, 1 hunt group and 1 call queue you will require 4 licenses.

All pricing is stated in GBP and excludes VAT.

30 day cancellation period applies. E & OE.

## VoIP Call Rates

Call charges to key destinations are detailed below, a full tariff is available on request.

UK Destinations	Pence Per Minute			
	Peak***	Off Peak***	Weekend***	
<b>UK Local</b>	1.15	0.19	0.17	
<b>UK National</b>	1.15	0.19	0.17	
<b>Lo-call (0845)</b>	3.52	3.52	3.52	
<b>National Fixed (0870/0871)</b>	8.50	8.50	8.50	
<b>UK Mobile</b>	UK Orange	11.99	11.99	11.99
	UK Vodafone	11.99	11.99	11.99
	UK T Mobile	11.99	11.99	11.99
	UK O2	11.99	11.99	11.99
	UK H3G	20.18	20.18	20.18

\*\*\*Peak is defined as 08:00:00 to 17:59:59 Monday to Friday. Off peak is defined as 18:00:00 to 07:59:59 Monday to Friday. Weekend is defined as anytime outside of the peak and off peak operating times. The charge band of the time a call starts applies to the duration of the call.

International Destinations	Pence Per Minute	International Destinations	Pence Per Minute
<b>Australia</b>	1.20	Netherlands	1.23
<b>Austria</b>	1.69	New Zealand	2.00
<b>Belgium</b>	1.91	Norway	1.46
<b>Canada</b>	1.20	Pakistan	10.00
<b>China</b>	1.20	Philippines	14.87
<b>Denmark</b>	1.32	Poland	1.89
<b>Egypt</b>	16.38	Portugal	1.68
<b>Finland</b>	3.39	Russia	3.86
<b>France</b>	1.20	Singapore	0.95
<b>Germany</b>	1.20	South Africa	5.00
<b>Greece</b>	1.80	Spain	1.20
<b>Hong Kong</b>	2.19	Sweden	1.53
<b>Iceland</b>	2.04	Switzerland	2.00
<b>India</b>	10.00	Taiwan	1.50
<b>Ireland</b>	1.20	Thailand	3.69
<b>Italy</b>	1.44	Turkey	6.89
<b>Japan</b>	2.69	USA	1.17

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