

Charges and Tariffs for SIP Services, Porting IN and OUT, White Label Billing, Mobile SIM cards & Mobile call recording (all charges exclude VAT)



SIP Services, Numbers and Call charges	Additional Descriptions	One off charges	Monthly Recurring Charges
Standard Number / DDI setup *	Standard number and DDI Number Set Up charge per number	£3.00	
Standard Number / DDI monthly rental *	Standard number and DDI Number rental per number pcm		£1.00
SIP Channel setup (no call bundle)	SIP Channel Set Up charge per channel	£6.00	
SIP Channel rental (no call bundle)	SIP Channel rental per channel pcm		£6.00
20 Channel SIP Trunk no call bundle setup	SIP Trunk with fixed 20 channels set up per trunk (no call bundle)	£60.00	
20 Channel SIP Trunk no call bundle Monthly rental	SIP Trunk with fixed 20 channels rental per Trunk pcm (no call bundle)		£60.00
Sip Trunk 10-20 channels setup with no call bundle	SIP Trunk with minimum 10 channels set up per trunk (no call bundle)	£60.00	
Sip Trunk 10-20 channels monthly with no call bundle	SIP Trunk with minimum 10 channels rental per Channel pcm (no call bundle)		£4.50
SIP Channel and Call charge bundle set up**	SIP Channel call charge Bundle set up charge per SIP channel	£7.50	
SIP Channel and Call charge bundle rental**	SIP Channel call charge Bundle rental charge per SIP channel		£9.99
20 Channel SIP Trunk with call bundle setup	SIP Trunk with fixed 20 channels set up per trunk with call bundle on each channel	£75.00	
20 Channel SIP Trunk with call bundle Monthly rental	SIP Trunk with fixed 20 channels rental per Trunk pcm with call bundle on each channel		£210.00
Sip Trunk 10-20 channels setup with call bundle	SIP Trunk with minimum 10 channels set up per trunk with call bundle on each channel	£60.00	
Sip Trunk 10-20 channels monthly with call bundle	SIP Trunk with minimum 10 channels rental per Channel pcm with call bundle on each channel		£9.00

* DDI prices excludes Mobile, Freephone, International and some non-geographic numbers. POA.
 ** Please note 'bundled' SIP trunk channel pricing model is limited to up to 20 channels. In excess of 20 channels the per SIP Channel and Call charge bundle model will apply. All Channels in Trunk must have the bundle applied e.g. a 10 channel service would have 10 SIP channels all with the same call charge bundles. Please note SIP Channels call charge bundles may change and vary depending on bundle type. The price shown is for the UK Calling Bundle. Terms and Conditions and Acceptable Usage Policy apply (see call charge bundle section for further details)

Billing Services	Additional Description	One off charges	Monthly Recurring Charges
White Labelled BILLING SERVICE Set up *	Reseller branded white labelled billing configuration	£150.00	
White Labelled BILLING SERVICE rental *	Billing Service rental pcm per end customer		£5.00

** Applies only if you subscribe to our white label billing model.

Porting Charges*	Additional Description	One off charges	Monthly Recurring Charges
Porting in Single Number	Number Port, Single Line Port	£18.00	
Porting out Single Number	Number Port, Single Line Port	£18.00	
Porting in Multi Line (non DDI non Geographic)	Number Port, Multi Line Port	£40.00	
Porting out Multi Line (non DDI non Geographic)	Number Port, Multi Line Port PER NUMBER EXPORTED FEE	£18.00	
Porting in 10 or less DDI numbers	Number Port, Geographic 10 or Less DDI Range**	£40.00	
Porting out 10 or less DDI numbers	Number Port, Geographic 10 or Less DDI Range** PER NUMBER EXPORTED FEE	£18.00	
Porting in 11 or more DDI numbers	Number Port, Geographic, 11+ DDI Range	£85.00	
Porting out 11 or more DDI numbers	Number Port, Geographic, 11+ DDI Range PER NUMBER EXPORTED FEE	£18.00	
Porting in non-geographic number	Number Port, Non-Geo, Per Number charge including Non Geo DDI numbers	£18.00	
Porting out non-geographic number	Number Port, Non-Geo, Per Number charge including Non Geo DDI numbers PER NUMBER EXPORTED FEE	£18.00	
Porting in Mobile Number for UC Mobile / FMC number	Number Port, Mobile Number or FMC Number (per number charge) loses SMS functionality**** PER NUMBER	£18.00	
Porting out Mobile number for UC Mobile / FMC Number	Number Port, Mobile Number or FMC Number (per number charge) loses SMS functionality**** PER NUMBER	£18.00	
Number Port re-submission single number	Number Rejection, Porting date change, porting cancellation/ re-submission ***	£15.00	
Number Port re-submission Multi line	Number Rejection, Porting date change, porting cancellation/ re-submission ***	£35.00	
Number Port re-submission DDI range	Number Rejection, Porting date change, porting cancellation/ re-submission ***	£85.00	
Number Port re-submission Non Geographic Number	Number Rejection, Porting date change, porting cancellation/ re-submission ***	£15.00	

* Note: The port/line type is determined by the losing communications provider (LCP); e.g. if the line is an ISDN30 service with 100 DDI's you will be charged for 'Number Port, 11+ DDI Range' regardless of the number of DDI's ported. It is your responsibility to ascertain from your current provider the correct port/line type and indicate appropriately on the submitted number port form.
 ** 10 or less number range on ISDN2 / ISDN30 service.
 ***Porting penalty / cancellation of Port request / re-submission due to incorrect information supplied / porting date change request / fee varies depending upon port type submitted.
 **** Porting in Mobile number to UC platform loses SMS capability. Typically customers take a new UC Mobile number which will come with SMS capability

Mobile Unified Comms SIM card Bundles - All Include Unlimited UK Voice & SMS and data as bundles as per the below*	Additional description	One off charges	Monthly Recurring Charges
Enterprise Base + 2GB Data	2GB Data allowance		£21.30
Enterprise Base + 4GB Data	4GB Data allowance		£23.20
Enterprise Base + 10GB Data	10GB Data allowance		£29.40
Enterprise Base + 20GB Data	20GB Data allowance		£32.50
Enterprise Base + 40GB Data	40GB Data allowance		£46.30
Auto-Top Up Services	Top-up (Bundle exceeded)UK Data 250MB (Applied Once only)		£5.50
Mobile CLI applied to UC SIM for SMS usage	Mobile CLI for SMS usage (SMS requires a mobile number to be applied to UC SIM card)	£3.00	£3.00
DDI CLI applied to UC SIM for sending company CLI	DDI number applied to show company CLI when making outbound call from mobile	£3.00	£1.00
Out of bundle charges	Charge per MB of data used (3pence per MB)		£0.03
Overage call charge per minute	When outside of Fair Usage sms charges charged per sms	9 pence per minute	
Overage SMS charge per SMS	When outside of Fair Usage call charges charged per minute	4 pence per sms	
Post 90 days early termination fee per SIM card	Per SIM card early termination charge effective after first 90 days of Minimum term (12 months)		£45.00

*All bundles include all calls, sms and data usage up to limits shown and Fair Usage amounts
 Each SIM card must have a call bundle associated with it
 International rates per country Apply outside the RLAH Zone
 12 month contract term per user
 Domestic and in the Roam Like at Home Zone voice calls billed per second. Calls outside the home zone have a minimum call duration of 60 seconds and are billed in 60 second increments
 Countries included in UK domestic Roam Like at Home Zone: EU 27 countries
 MMS - Billed as 1 SMS + Data charges (from bundle)
 A Fair Usage policy applies to all usage. Overage for Fair Use is charged at above rates
 UK supplied Mobile UC Sims can use more than one UK carrier network domestically only
 Bundles can only be upgraded and not downgraded within the term and when changed, a new minimum term applies
 Roaming charges apply per Zone or Rate Card per Country visited
 For a full breakdown of Zone please contact your account manager
 Other Terms and Conditions apply
 Mobile UC SIM Bundles refer to outgoing calls only, Where incoming calls are delivered by e.g. an incoming landline number (01,02 or 03) the incoming call will cost 1.8p per minute, unless a data bundle has been applied

Mobile Call Recording Services	Additional Description	One off charges	Monthly Recurring Charges
Mobile UC call recording of in/outbound calls	Call Recording set up charge per Ble UC / FMC or DDI number	£5.00	
Call Recording Storage monthly charge	Call Recording Service storage charge per GB space pcm		£0.40

* Call recording will be applied to the CLI used per Mobile UC Sim card

SIP Trunking Call Costs: Call Charge Bundles (excludes Mobile UC sim card call charge bundles)...

X.Communications Limited (the Company) Call Charge Bundles (the Service) terms and Conditions and Fair Usage Policy
 The intention of the call charge bundles is to offer customers a fixed monthly fee for calls made to certain UK destinations. These bundles have been designed to provide where possible sufficient usage bands based on typical customer usage to UK calling destinations.
 All call bundles are governed by the following rules of fair usage and the decision of the Company is final in all cases:
What is included in the bundles: Each bundle has a defined number of minutes to UK landline numbers starting 01, 02, 03, and standard UK mobile numbers including FM1, FM3, FM4, FM5 and FM6 only.
 The ability of Resellers of the Company to resell this service via the Companies white labelling billing platform.
What is not included in the bundles: Calls to all other destinations including but not limited to Channel Islands / special services, WIFI calling, dial-up internet, indirect access, premium services & all other numbers in the UK and elsewhere that are not listed above in the What's Included Section.
 Any call that exceeds 60 minutes in duration and in such cases the Company will charge that entire call at its published standard tariff rates.
Other rules that apply to these bundles:
The bundle must be applied to all channels on the chosen trunk, therefore, a sub client with a 10 channel Trunk would require 10 bundles, 1 for each channel
 This service must not be used in conjunction with any automated dialling services, or any service where the outbound calling traffic exceeds 70% of all traffic over the services.
 This service must not be used to generate AIT (artificially inflated traffic), fraud, or any other illegal activity.
Actions we can take: Where we suspect a customer of breaching the above Fair Usage Policy rules we can at our sole discretion remove the service from the customer by either removing the Bundle or putting a halt on the flow of calls from the customer Service. Where a customer exceeds the 70% traffic in/out profile we will suspend the bundle and the customer will move to our standard tariff. Where a call exceeds 60 minutes we may terminate the call and charge the customer for the full duration of that call at our standard tariff.
 Where any breach or suspected illegal use of the service is suspected we will have the automatic right to suspend the ability to process calls over the Service.
 We can at our sole discretion remove or modify this Service where we feel the traffic profile is outside of the good intention to which the service is provided or that the continual use of the service within the current profile may place the suppliers Service and/or resources at risk of providing a reduced capacity service to other clients.
 We can review the pricing associated to this service and where required provide 30 days-notice of our intention to change, modify, increase or remove the service at any time via notification on our website at xcomm.co.uk. and to any Customer that is using the Service.
 We reserve the right to suspend or even remove this service without prior notice.

Bundle Name: UK Calling
 Total minutes in the bundle 5000 made up of:
 3000 minutes to UK numbers beginning 01, 02 and 03.
 2000 UK Mobile minutes to UK Mobile Networks FM1, FM3, FM4, FM5 and FM6 (Top 5 UK mobile carriers only, i.e.: Hutchison 3G, O2, Orange, T Mobile & Vodafone).
 Maximum single call duration is 60 minutes.
 Outbound calls must not exceed 70% of total call volume.
 Calls to numbers beginning 03 must not exceed 15% of all outbound call volumes.
 Period is per Calendar month and the bundle will reset at the beginning of each month.
 Un-used minutes cannot be carried over to the following month.
 Bundle is Channel specific and cannot be used across multiple channels.
 Customers with more than 1 SIP channel will require the bundle on all other SIP channels in use