Published SIPStation and Cloud PBXact UK Service Rates

The rates below should be consulted in parallel with the Terms of Service which can be found at https://www.cloud.pbxact.co.uk/legal or at https://www.sipstation.co.uk/legal .

1. Cloud PBXact Hosted PBX/UC Service

1.1. Cloud PBXact is a cloud-based unified communications service that includes enterprise-class voice, fax, call handling, mobile apps, and BYOD capability that integrates with a growing list of applications. Cloud PBXact may be accessed from a variety of user End Points, including IP Desk Phones, Desktop Clients, Web Clients, Mobile Applications, and Software Integrations.

1.2. Each Cloud PBXact Seat provides a single outbound or inbound call path.

1.3. Each Cloud PBXact Seat is priced at £15 per month on a month-to-month basis plan. A 12-month plan is available for £14 per month per seat. A 36-month plan is available for £12 per month per seat.

1.4. The minimum Cloud PBXact Seat purchase is 5.

1.5. Each Cloud PBXact Seat provides 1000 minutes of calls monthly to UK Landlines (01, 02, 03 numbers), UK Mobiles (EE, H3G, O2 and Vodafone) and USA.

1.6. The monthly allocation of minutes per site is the sum of minutes per seat subscribed. For example, a customer subscribing to seven (7) Cloud PBXact Seats for a particular site would have at total of 7000 minutes per month allocated.

1.7. Call to other locations, other dial codes, international, above the monthly allocation of minutes per site, are rated and invoiced at the end of the monthly billing period. Rates can be found here https://www.cloud.pbxact.co.uk/legal or at https://www.sipstation.co.uk/legal

1.8. Minute Bundles expire at the end of month and cannot roll over to the following month.

1.9. UK Geo ang UK Non-Geo based phone Numbers (also referred to as DDIs) are priced at £1 per month per number. Other fees may apply for non-standard numbers.

1.10. Number Porting for Geo and Non-Geo numbers.

  1.10.1. Single number. £30 per attempt, per number, regardless of the outcome.
  1.10.2. Multi-number port block (consecutive numbers). £30 per attempt, per number, but capped at £150.
  1.10.3. Typical lead times for number ports in business days:

    1.10.3.1. Single Line: 4-7 days
    1.10.3.2. Single Line with over 10 lines at same installation/time: 14-17 days
    1.10.3.3. Multi Line - <30 lines/numbers, no DDI range: 7-10 days
    1.10.3.4. Multi Line - 31-150 lines/numbers or including DDI range: 10-13 days
    1.10.3.5. Multi line - 151 lines/numbers or more: 17-20 days
    1.10.3.6. Complex DDI - only part of range is to be ported, pre-work required: 22-25 days

  1.10.4. It is recommended to subscribe to at least one new DDI to start the services to avoid downtime. This allows for configuration, preparation and testing of your system prior to the numbers being released. This DDI can be removed from the plan at a later date.

1.11.   0800/0808 numbers termination rates:

    1.11.1. From UK Landline: £0.03 per minute
    1.11.2. From UK Mobile: £0.06 per minute
    1.11.3. From a UK Payphone: £2.00 per minute

1.12.   Emergency dialling is included for the main address provided at Start of Services.

1.13.   Sangoma IP-Phone Rentals

    1.13.1. Phone Rentals are available with 12-month and 36-month plans for PBXact Cloud
    1.13.2. Phones remain the propriety of Sangoma
    1.13.3. Models and Monthly Rates available:

Models	Price per month	
	12 mo. plan	36 mo. plan
s205 (Entry)	£ 6	Free
s305 (Mid-range)	£ 7	£ 3
s400 (Mid-range + apps)	£ 10	£ 5
s500 (Enterprise Color Screen)	£ 11	£ 6
s705 (Executive Color Screen)	£ 14	£ 10
DC201E (DECT combo)	£ 13	£ 9
D10M (DECT handset)	£ 10	£ 5

    1.13.4. For the s205 model, the number of phones ordered on 36-month plans cannot exceed the total amount of Seats per site if it not combined with other Sangoma IP-Phones. If the s205 model is combined with other Sangoma IP-Phones under a 36-month plan, the maximum number of s205 will be limited to the Total Seat count for the site less the sum of other Sangoma IP-phones models.
    1.13.5. Detailed specifications and features for each model can be found at https://www.sangoma.com/products/phones/

1.14.   Cloud PBXact Optional features

    1.14.1. Third Party Phone Control. Provides an auto-provisioning server application (also referred to as End-Point Manager or EPM) for IP-phones from other vendors than Sangoma. EPM is enabled by default when Cloud PBXact is used with Sangoma IP-Phones. The list of 3rd party supported models can be found here: https://wiki.sangoma.com/display/FPG/EndPoint+Manager

        1.14.1.1.   Pricing per site per month:

            1.14.1.1.1.   Free when used with Sangoma IP-Phones
            1.14.1.1.2.   £20 for Month to Month contracts
            1.14.1.1.3.   £18 for 12-month contracts
            1.14.1.1.4.   £16 for 36-month contracts

1.14.2. Call Centre. Provides reporting applications (including wallboard) for call centres in addition to the queueing features that come by default with the Cloud PBXact Service.. Details can be found here: https://www.sangoma.com/products/pbxact/

    1.14.2.1.   Pricing per site per month

        1.14.2.1.1.   £100 for Month to Month contracts
        1.14.2.1.2.   £92 for 12-month contracts
        1.14.2.1.3.   £80 for 36-month contracts

1.15.   Billing

    1.15.1. Calculated from 1st to 1st of each month and will be pro-rated depending on the start and end dates.
    1.15.2. Day 1 billing: Invoice for recurring fees.
    1.15.3. Day 1 + 1 month and ongoing: Invoice for recurring fees and Past Month's rated usage as per Item 1.7 above.

1.16.   During 12-month and 36-month plans, customers will be allowed to add, but not reduce, Seats and Phones at the price set as per the ongoing plan. However, Sangoma reserves the rights to reject orders that would include significant changes close or near the end of a term for a site.

2.   SIPStation High Volume SIP Trunks

2.1.   SIPStation is a SIP trunking service that can be connected to any PBX. Some installations may need Session Border Controller (SBC) or VoIP Gateways, which are not included with the service but can be purchased from Sangoma partners.

2.2.   Each SIP Trunk channel provides a single outbound or inbound call path.

2.3.   Each SIP Trunk channel is priced at £15 per month on a month to month basis plan. A 12-month plans is available for £14 per month per channel. A 36-month plan is available for £12 per month per channel.

2.4.   Each SIP Trunk channel provides 3000 minutes of calls monthly to UK Landlines (01, 02, 03 numbers), UK Mobiles (EE, H3G, O2 and Vodafone) and USA.

2.5.   The minimum SIPStation trunk channel purchase is 2.

2.6.   The monthly allocation of minutes per site is the sum of minutes per channels subscribed. For example, a customer subscribing to 3 SIPStation trunk channels for a particular site would have at total of 9000 minutes per month allocated.

2.7.   Call to other locations, other dial codes, international, above the monthly allocation of minutes per site, are rated and invoiced at the end of the monthly billing period. Rates can be found here https://www.cloud.pbxact.co.uk/legal or at https://www.sipstation.co.uk/legal.

2.8.   Minute Bundles expire at the end of month and cannot roll over to the following month.

2.9.   UK Geo ang UK Non-Geo based phone Numbers (also referred to as DDIs) are priced at £1 per month per number. Other fees may apply for non-standard numbers.

2.10. Number Porting for Geo and Non-Geo numbers.

    2.10.1. Single number. £30 per attempt, per number, regardless of the outcome.
    2.10.2. Multi-number port block (consecutive numbers). £30 per attempt, per number, but capped at £150.
    2.10.3. Typical lead times for number ports in working days:

        2.10.3.1. Single Line: 4-7 days
        2.10.3.2. Single Line with over 10 lines at same installation/time: 14-17 days
        2.10.3.3. Multi Line - <30 lines/numbers, no DDI range: 7-10 days
        2.10.3.4. Multi Line - 31-150 lines/numbers or including DDI range: 10-13 days
        2.10.3.5. Multi line - 151 lines/numbers or more: 17-20 days
        2.10.3.6. Complex DDI - only part of range is to be ported, pre-work required: 22-25 days

    2.10.4. It is recommended to subscribe to at least one new DDI to start the services to avoid downtime. This allows for configuration, preparation and testing of your system prior to the numbers being released. This DDI can be removed from the plan at a later date.

2.11. 0800/0808 numbers termination rates:

    2.11.1. From UK Landline: £0.03 per minute
    2.11.2. From UK Mobile: £0.06 per minute
    2.11.3. From a UK Payphone: £2.00 per minute

2.12. Emergency dialling is included for the main address provided at Start of Services.

2.13. Billing

    2.13.1. Calculated from 1st to 1st of each month and will be pro-rated depending on the start and end dates.
    2.13.2. Day 1 billing: Invoice for recurring fees.
    2.13.3. Day 1 + 1 month and ongoing: Invoice for recurring fees and Past Month's rated usage as per Item 2.7 above.

2.14. During 12-month and 36-month plans, customers will be allowed to add, but not reduce, Trunk Channels at the set price for the plan.