

Simwood
HOSTED

Sipcentric Ltd t/a Simwood Hosted
Simwood eSMS Ltd, Simwood House, Cube M4 Business Park,
Bristol, BS16 1FX
www.simwood.com
0330 122 3000
team@simwood.com

Ancillary Charges

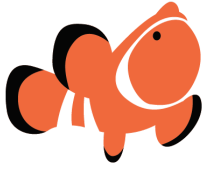
Deprecated pricing for Partners who contracted for one of the plans detailed below with us prior to 1st August 2025.

UK Mobile refers to the major UK MNOs; O2, Vodafone, EE, Three (H3G) and respective MVNOs. Some other 'mobile' network destinations may be charged at higher rates based on charge-bands considered outside of normal pricing

All prices +VAT.

A one-time setup fee of £500 applies – this includes the configuration and branding of your dedicated reseller portal, complete with the ability to build and manage your own bundles.

All tiers have a £250.00 a month minimum spend from 1st October 2025



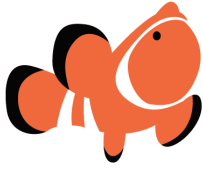
Price Plans

Business

Simwood offers a range of account types to suit our Hosted users. The pricing plans are based on commitment levels giving you assurance for setting pricing and contracts with your customers. Choose your commitment level and get in touch

Bronze	Silver	Gold	Platinum
<ul style="list-style-type: none"> No bundled minutes Geo / Non-Geo Numbers £1.50 Extensions £2.10 Ring Groups £1.40 Call Queues £2.10 IVR menus £2.10 Shared Mailboxes £0.50 Bronze rate deck 6p / SMS 	<ul style="list-style-type: none"> 2000 UK mobile minutes per seat* 2000 UK landline minutes per seat 1 Geo / Non-Geo number includes, additional Geo / Non-Geo Numbers £1.00 each No minimum term All Bronze Features included at no extra charge. Call Recording Silver rate deck 6p / SMS £8 per month per seat 	<ul style="list-style-type: none"> 2000 UK mobile minutes per seat* 2000 UK landline minutes per seat 1 Geo / Non-Geo number includes, additional Geo / Non-Geo Numbers £1.00 12 month minimum term All Bronze Features included at no extra charge. All apps/integrations Call recording Gold rate deck 5p / SMS £7 per month per seat 	<ul style="list-style-type: none"> 2000 UK mobile minutes per seat* 2000 UK landline minutes per seat 1 Geo / Non-Geo Interim_Hosted_Pricing_Document.number includes, additional Geo / Non-Geo Numbers £1.00 36-month minimum term All Bronze Features included at no extra charge. All apps/integrations Call recording Platinum rate deck 4p / SMS From £6 per month per seat

Call Recording is free of charge until 30th September 2025, thereafter it is free for the first 250MB stored per user (aggregated at the Partner end user customer level), except for Hybrid Developer accounts which shall have no allowance. Overage will be charged at 50p



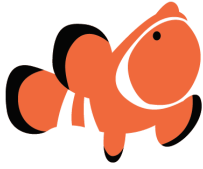
/ GB / month for Bronze Partner or Developer Hybrid, 20p / GB / month for Silver Partner or Start-Up Hybrid, 10p / GB / month for Gold Partner or Virtual Interconnect Hybrid and 5p / GB / month for Platinum Partner or Managed Interconnect Hybrid.

Residential

Residential Pricing			
Partner			
Seat	Residential	Residential Plus Extension	Residential Plus DDI costs
250	£4.00	£2.75	£2.75
500	£3.00	£2.25	£2.25
1000	£2.75	£2.13	£2.13
5000	£2.50	£2.05	£2.05
10000	£2.25	£1.88	£1.88
100000	£2.00	£1.75	£1.75
500000	£1.50	£1.63	£1.63
1000000	£1.25	£1.50	£1.50
1000001	POA	POA	POA

*Hosted provider will get 500 UK mobile minutes and 500 UK Landline minutes per extension on the Residential Plus service. It's up to you how you create your own minute bundles for your customers as we separate your purchasing agreements with Simwood, to how it is presented to your customers. No inclusive minutes are included on the standard Residential service.

You must have 1 DDI + 1 License for the Residential Plus service to operate



All prices are per month

SIP Trunks

Bronze	Silver	Gold	Platinum
<ul style="list-style-type: none">• No minutes• £4 per trunk channel	<ul style="list-style-type: none">• 2000/2000 minutes*• £7 per trunk channel	<ul style="list-style-type: none">• 2000/2000 minutes*• £6 per trunk channel	<ul style="list-style-type: none">• 2000/2000 minutes*• £5 per trunk channel

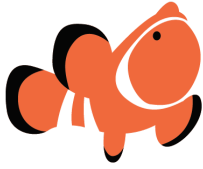
*2000 UK mobile minutes per seat and 2000 UK landline minutes per trunk channel

Hybrid Customers

Hosted providers with a “Hybrid Account” where a Simwood eSMS Limited carrier services account is used to provide connectivity to the Hosted platform have bespoke seat/licence prices and do not have inclusive bundles, nor included telephone numbers, described herein.

Professional Services

Ad-hoc requests to perform services that are beyond the scope of usual support activity may attract a Professional Services fee. We may, at our discretion, choose to waive this or any charge in this document.



Professional services	GBP 75	per hour, minimum 1 hour, pro-rated for extra hours
Request for urgent work. This may apply to any service in this document.	GBP 50	

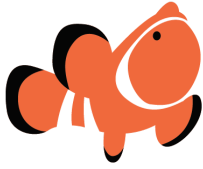
It is our ambition to provide user features to enable customers to manage their service via the Portal and API. Where these are not yet available, or you would like us to do the work for you, we may be able to assist. Common requests are below:

Phonebook upload	GBP 50	per batch (max 10)
Subsequent Tariff uploads (the first is included in the initial account setup). This involves sanity checking your tariffs and uploading them	GBP 20	per batch [max 3]
Transfer of phone numbers to customers. Please provide the phone number, customer id number and name e.g. 01234567891, 0000, Customer Name	GBP 50	per request

Portal Training

Customers may request Portal training which will be performed by a member of the support team over Simwood Meet video conferencing.

Training	GBP 75	per hour, minimum 1 hour, maximum 3 people
-----------------	--------	--



UK 080 Freephone Numbering

Number Allocation

The majority of UK Freephone has no allocation fee when allocated via the API or Portal. Some UK ("gold") numbers attract a one-off fee at the time of allocation.

Inbound Calls

The following per-minute charges, which vary depending on your account type, apply to receiving calls on UK 080 Freephone numbers. Please note that the call cost varies depending on the origin of the call.

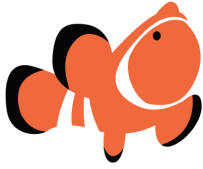
	Fixed Line	Mobile	Payphone
Bronze	£0.030/min	£0.072/min	£1.600/min
Silver	£0.030/min	£0.072/min	£0.072/min
Gold	£0.030/min	£0.072/min	£0.072/min
Platinum	£0.030/min	£0.072/min	£0.072/min

A 60 second minimum call charge applies to all inbound freephone charges shown above.

Branded Mobile App Service

We supply VertiCall as a free mobile app to our Hosted users for their own use and their customers use. For those Hosted providers wishing to have their own branded version of this for Apple iOS (and for Android Q1 2021) we will ask you to set up accounts on the Apple and Google Play Stores, supply us with icons, splash screens, colour scheme, screen shots and content for the store and policies. We will build the app, facilitate testing and submission.

We will keep the apps updated with the latest bug fixes and features free for the first year and then for a maintenance charge subsequently. The apps code base is shared with VertiCall and will be updated in line with that. No custom development



is available but please contact us if you would like to build your own app based on our VoxAP core code.

Should you require to change any of the information supplied in the setup, you may request this and supply a new set of assets. We will update the apps and the store content, and resubmit the apps to the Stores. This attracts the Branding App Changes charge below.

Branded Mobile App Setup	GBP POA
Branded App Maintenance	GBP POA
Branding App Changes	GBP 250 per set of changes

Hosted User Re-Onboarding

Customers may request their account to be completely removed, a clean install performed and an on-boarding session held.

Re-Onboarding	GBP 100
----------------------	---------

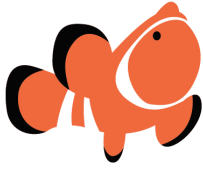
Removal of Customer Account

Note that you can rename an account and use it for a different customer.

Removal of Customer Account	GBP 25	per account
------------------------------------	--------	-------------

Number Blocking

Any number may be added to the blocking list and prevented from calling.



Number Blocking	GBP 10	per number
------------------------	--------	------------

Restoration of Deleted Numbers

Deleted numbers are quarantined and then returned to a pool for use. Restoration is at the discretion of Simwood

Restoration of deleted number	GBP 10	per number
--------------------------------------	--------	------------

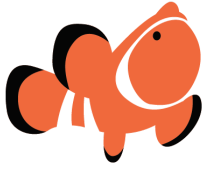
Change of Name or Company Credentials

The changing of the Hosted user name that we invoice requires appropriate verification and applies where the Company Registration Number is unaltered. Where the Company Registration Number changes that constitutes a novation of contract. The fee below does not include any branding work. The fee includes any change of CNAME required.

Change of Company Name	GBP 25
Change of Registration Number	GBP 250

Credit Administration Fee

In the unfortunate circumstances where an account falls into arrears, we may charge for our work connected with you bringing your account into good standing



Credit administration	GBP 75	per hour, minimum 1 hour, pro-rated for extra hours
------------------------------	--------	---

Porting Administration Charges

In circumstances where a Hosted repeatedly is in breach of Number Portability clauses as detailed in the Simwood Hosted Agreement, the following charges may be applied

Fee for notification of breach of relevant clauses	GBP 150	
Fee for excessive administration	GBP 150	per hour or part thereof

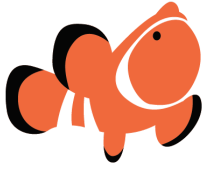
Charges in this document apply to customers of Simwood Hosted, a service provided by Sipcentric Ltd, a wholly owned subsidiary of Simwood Group plc.

Number Portability

The following fixed charges apply to UK Number Portability requests.

Fixed Line Imports

	Per Request
Single line import	GBP 15
Multi line import	GBP 15 per number capped at GBP 75
Pre-order Validation (PoV)	GBP 10
Resubmission of rejected Port Request	GBP 10
Date change or cancellation of Port Request	GBP 10



	Per Request
Expedited date change or cancellation of Port Request (within 1 working day of porting date)	GBP 50

Mobile Number Imports

	Per Request
Single mobile number import	GBP 15
Resubmission of rejected Port Request	GBP 10
Date Change or Cancellation of Port Request	GBP 10
Expedited Date Change or Cancellation of Port Request (within 1 working day of porting date)	GBP 50

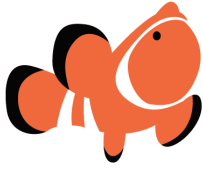
Exports

No charge. Simwood Hosted runs a porting process to enable the transfer of numbers for End Users into, and out of, our network to fulfil our obligations under General Condition B3 always subject to the correct and appropriate authorisations.

We do not accept requests for Wholesale Exports which we consider to be the situation in which the Company remains the supplier to the End User. In a situation where this is suspected, a warning will be given. If the situation

continues thereafter, the free exports will be mentioned above will be replaced with a £25 per number export charge.

Simwood Hosted is a service provided by Sipcentric Ltd, a wholly owned subsidiary of Simwood Group plc.



Document History

Version	Date	Effective	By	Notes
2.0	2025-08-01	2025-10-01	PF	Deprecation, minimum spend and call recording changes
1.9	2025-05-14	2025-05-14	PF	Clarification on some wording re admin fees
1,8	2024-06-07	2024-09-10	PN	Merged Pricing, Porting doc and removed legacy products
1,7	2024-06-07	2024-09-19	PN	Add Tiered pricing
1,6	2023-06-05	2023-06-05	PN	Add Freephone Inbound Rates
1,5	2021-11-17	2021-12-01	GD	Porting Administration Penalty Charges
1,4	2021-03-11	2021-03-11	GD	Number transfer capping and price reduction
1,3	2021-01-14	2021-01-21	GD	Change to Branded App maintenance charge
1,2	2021-01-07	2021-01-11	GD	Add Branded Mobile App services
1,1	2020-11-25	2020-12-01	GD	Add design service for branding
1,0	2020-10-13	2020-10-13	GD	Initial version