

Simwood

HOSTED

Sipcentric Ltd t/a Simwood Hosted
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Non-Call Charges

Price Plans

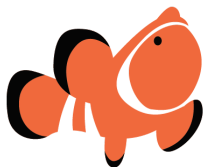
Unless otherwise stated to the contrary, all price plan charges are monthly in GBP. Charges in this document apply to customers of Simwood Hosted, a service

provided by Sipcentric Ltd, a wholly owned subsidiary of Simwood Group plc. Simwood Carrier Services customers are subject to their own pricing and terms.

NEW PRICE PLANS

For all new Simwood Hosted Partners from 1st August 2025. All other partners' remain on the deprecated pricing available [here](#).

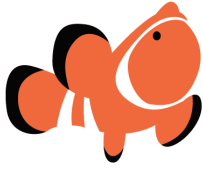
	Pearl	Emerald	Ruby	Diamond
Seat Term	rolling 30 days			
Business Seat Price*	PAYG on features	5.50	4.50	POA
Minimum Monthly Charge	250	250	1000	POA
Residential Standard Seat Price*	3.00	2.50	2.00	POA
Residential Plus Seat Price*	6.00	5.00	4.00	POA
MS Teams	One connection for one DDI to MS Teams is included in Business and Residential Plus Seats where seat price is more than 3.50 a month, otherwise charged as difference between seat price and 3.50.			
Included Minutes (per Seat or SIP Trunk Channel)**	No inclusive minutes Pearl Rate Deck	5000 UK Fixed and Mobile, Emerald Rate Deck	5000 UK Fixed and Mobile, Ruby Rate Deck	5000 UK Fixed and Mobile, Diamond Rate Deck



	Pearl	Emerald	Ruby	Diamond
SMS	6p / message	6p / message	5p / message	4p /message
Included Features	None Extensions £2.10 Ring Groups £1.40 Call Queues £2.10 IVR menus £2.10 Shared Mailboxes £0.50	All Pearl chargeable features included in seat price		
Additional Microsoft Teams Connection (per DDI)	2.00	2.00	2.00	2.00
Additional DDI	1.50	1.50	1.50	1.50
SIP Trunk (per channel)	2.00	5.00	4.00	POA
Included Storage (aggregated at the end-user company level)	None	100 MB	200MB	250MB
Handset Deprovisioning	10.00 per handset per request to release handset provisioning with the handset OEM or related systems.			
Storage Overage	50p / GB	20p / GB	10p / GB	5p / GB

*Residential, Residential Plus, and Business Seats all include one DDI per seat as standard. Inclusive DDIs are pooled at the Customer (i.e. End User company, not Partner) level.

**5000 UK Fixed and Mobile minutes are (i) for human-initiated calls only and are not for use by diallers, robocalls, or other forms of automated dialling (ii) follow a mix of 01,02,03 and 07 mobile calls that is a reasonable blend derived from reasonable conversational calling behaviour. Simwood reserves the right to apply the relevant rate deck for calls made by automated means or in excess of the



ratios herein. Inclusive minutes are pooled at the Customer (i.e. End User company, not Partner) level.

Where a Simwood Partner receives SIP credentials, they may not use those credentials to connect a PBX or a trunk to a Seat unless otherwise given express written permission by Simwood.

Hybrid Seats

Seat prices are based on the Carrier Services Price Plan of the Partner and, while provided pursuant to the terms of Hosted Agreement, may be billed by Simwood by either Simwood eSMS Limited or Sipcentric Limited.

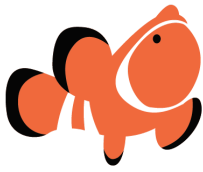
Seat / month	Developer	Start-Up	Virtual Interconnect	Managed Interconnect
Any Seat	7.50	4.00	3.00	POA
SIP Trunk	5.00	3.00	1.00	POA
Call Recording Allowance	None	100 MB	200MB	250MB
Call Recording Overage / month	50p / GB	20p / GB	10p / GB	5p / GB

Hybrid partners must maintain a Simwood eSMS Carrier Services Account to provide their own numbering, channels and calls to the Seat/Trunk. Hybrid Hosted Partners do not receive inclusive numbers or calls with any Seat, Trunk or Channel.

For administrative purposes, the amounts owing to Sipcentric Limited by a hybrid customer will be collected by Simwood eSMS Limited alongside the carrier services usage.

Microsoft Teams on Hosted/Hybrid

Each Business and Residential Plus Seat on Hosted and Hybrid includes one Microsoft Teams connection for one DDI, aggregated at the End User (i.e. not the Partner) level, where the Seat price is equal to, or exceeds, GBP 3.50 a month. Where



it does not meet this threshold, an MS Teams DDI connector shall be subject to a surcharge of the difference between the Seat price and GBP 3.50 a month.

Professional Services

Ad-hoc requests to perform services that are beyond the scope of usual support activity may attract a Professional Services fee.

Professional services	GBP 150	per hour, minimum 1 hour, pro-rated for extra hours
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It is our ambition to provide user features to enable Partners 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:

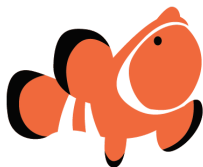
UK 080 Freephone Numbering Number Allocation

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 / Pearl	£0.030/min	£0.072/min	£1.600/min
Silver / Emerald	£0.030/min	£0.072/min	£0.072/min
Gold / Ruby	£0.030/min	£0.072/min	£0.072/min



Platinum / Diamond	£0.030/min	£0.072/min	£0.072/min
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A 60 second minimum call charge applies to all inbound freephone charges shown above.

Branded Mobile App Service

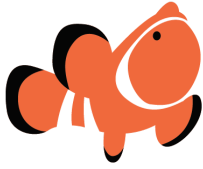
We supply VertiCall as a free mobile app to our Hosted users for their own use and their customers use. For those Hosted providers wishing to have their own branded version of this for Apple iOS and Android we will ask you to set up accounts on the Apple and Google Play Stores, supply us with icons, 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

Restoration of Deleted Numbers



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

Restoration of deleted number	GBP 10	per number
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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 construes a novation of contract. The fee below does not include any branding work. The fee includes any change of CNAME required.

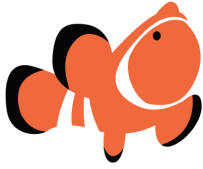
Change of Company Name	GBP 50
Novation	GBP 500

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
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Number Portability



The following fixed charges apply to UK Number Portability requests.

Number Imports

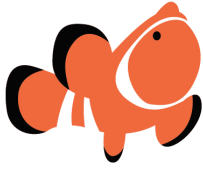
Single Line Import and Multi-Line Import charges apply on the deprecated Bronze, Silver, Gold and Platinum tariffs only.

	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
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.



SETUP FEE

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.

NOTES

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

Document History

Version	Date	Effective	Author	Notes
1,0	2025-07-26	2025-08-01	PF	Initial version