



## Ancillary Charges

All work is subject to staff availability. We ask for 3 working days notice and will try to complete the work sooner where possible. If you have a more urgent or specific need, we may be able to accommodate this and will also advise if this would attract a fee.

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## 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 other charge in this document.

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

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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:

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

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## Portal Branding Design Service

You can configure the branding of your Partner platform using our extensive API or the Portal. You will be able to see the effect of changes as you alter the settings and then choose to save / use that version when ready. The changes made are visible across all properties, from the customer interface through to VertiCall our mobile phone app.

However, we have design experts available to take instructions from you and provide feed back and then configure your branding for you. They will advise on colour schemes that will work well for you and implement those.

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<b>Branding Design Service</b> Up to 2 hours of consultation, changes and implementation	GBP 100	
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## Portal Training

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

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<b>Training</b>	GBP 75	per hour, minimum 1 hour, maximum 3 people
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## 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.

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	<b>Fixed Line</b>	<b>Mobile</b>	<b>Payphone</b>
<b>Bronze</b>	£0.030/min	£0.072/min	£1.600/min
<b>Silver</b>	£0.030/min	£0.072/min	£0.072/min
<b>Gold</b>	£0.030/min	£0.072/min	£0.072/min
<b>Platinum</b>	£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. Managed Interconnect pricing available upon request, please contact your Account Manager.



## Branded Mobile App Service

We supply VertiCall as a free mobile app to our Partners for their own use and their customers use. For the those Partners 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.

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<b>Branded Mobile App Setup</b>	GBP POA
<b>Branded App Maintenance</b>	GBP POA
<b>Branding App Changes</b>	GBP 250 per set of changes

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## Partner Re-Onboarding

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

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<b>Re-Onboarding</b>	GBP 100
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## Removal of Customer Account

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

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<b>Removal of Customer Account</b>	GBP 25	per account
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## Number Blocking

It is possible for Partners to self-serve through the Portal. This charge is only applied when they request Simwood Partner Support staff to do this for them. Any number may be added to the blocking list and prevented from calling.

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<b>Number Blocking</b>	GBP 10	per number
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## Restoration of Deleted Numbers

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

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<b>Restoration of deleted number</b>	GBP 10	per number
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## Change of Name or Company Credentials

The changing of the Partner 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.

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<b>Change of Company Name</b>	GBP 25
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<b>Change of Registration Number</b>	GBP 250
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## 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.

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<b>Credit administration</b>	GBP 75	per hour, minimum 1 hour, pro-rated for extra hours
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## Porting Administration Penalty Charges

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

<b>Fee for notification of Porting penalty charges</b>	GBP 150	
<b>Fee for excessive administration</b>	GBP 150	per hour or part thereof

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

## Document History

Version	Date	Effective	Author	Notes
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