



ANCILLARY CHARGES

This document is complementary to the rates for traffic and some other services updated from time to time at <https://simwood.com/rates>

All prices shown in this document are in GBP (£) unless otherwise stated but will be converted and charged in your account currency.

Simwood offers local numbers in its domestic markets (the UK and USA) only. Other countries are no longer available for new numbers and the prices here are for existing allocations only.

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United Kingdom

Number Allocation

The majority of UK geographic and non-geographic numbering has no allocation fee when allocated via the API or Portal. Mobile numbers are GBP 10.00 each.

Some "gold" numbers attract a one-off fee at the time of allocation.

Number Rental

The following monthly rental fee applies per-number to UK numbers depending on the account type and number, based on quantity in issue at midnight on the rollover of the month. Charges are applied per this table for both Simwood sub-allocated, and numbers ported into Simwood. Customers' own allocations which are hosted by Simwood are not subject to rental charges.

Number Type / Account Type	Monthly Charge per number
Non-Geographic (excluding 03)	No charge
Geographic & Non-Geographic 03	
Developer	GBP 2.00
Start-Up	GBP 0.50
Virtual Interconnect	GBP 0.10
Managed Interconnect	POA
Mobile	
Developer	N/A
Start-Up	GBP 3.00
Virtual Interconnect	GBP 1.50
Managed Interconnect	POA



Number Configurations

Every account has a default routing-plan applied at account level, free of charge. This includes placeholders (e.g. number dialled) to enable it to apply to an entire estate of numbers. For those wishing to route a subset of numbers differently, the following charges apply.

	Per Month
Account Level Default Configuration (default routing)	Free
First Trunk on an Account	Free
Additional trunks (registration proxy, CDR identification, distinct credentials, balances and per trunk fraud controls)	
Start-Up Accounts	GBP 3.00 per trunk
Virtual and Managed Interconnect Accounts	GBP 1.00 per trunk
Trunk-Level Routing Configuration	Included in trunk charge
Number-Level Routing Configuration	GBP 1.00 per number specifically configured
Surcharge for use of Registration Proxy	GBP 2.00 per trunk, based on maximum number of trunks registered at any time in a given month

Indirect Access / Carrier Pre-Select

Deprecated – POA

UK 080 Freephone – 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.



	Origin of Call, price per minute		
Account Type	Fixed Line	Mobile	Payphone
Developer	GBP 0.030	GBP 0.072	GBP 1.600
Start-Up	GBP 0.015	GBP 0.036	GBP 0.800
Virtual Interconnect	GBP 0.012	GBP 0.029	GBP 0.800
Managed Interconnect	POA	POA	POA

A 60 second minimum call charge applies to all inbound freephone charges shown above and these charges apply to Simwood ranges, ported in numbers and customers' ranges hosted by Simwood.

Number Portability

Fixed Line Number Portability

The following fixed charges apply to fixed line UK Number Portability requests, i.e. those for UK 01 and 02 numbers.

	Per Request
Imports	
Single line import	GBP 10
Multi line / DDI block import	GBP 10 per number capped at GBP 50
Non-Geographic import	GBP 10 per number capped at GBP 50
Date Change or Cancellation of Port Request	GBP 10
Expedited Change or Cancellation of Port Request (within 1 working day of porting date)	GBP 50



Resubmission of rejected Port Request	GBP 10
PoV (Pre-Order Validation) - per submission	GBP 5
Exports	Free if the customer is within the Minimum Term of their contract, excluding Start-Up Legacy customers. Otherwise as below
Single line export / cease	GBP 10 per number
Multi line / DDI block exports / cease	GBP 10 per number capped at GBP 250

All porting charges are per request submitted, regardless of outcome.

Additional Fee for notification of breach of numbering and porting clauses in the MSA - £150 / hour or part thereof. Fee for excessive administration in respect of porting - £150 / hour or part thereof.

Mobile Number Portability

The following fixed charges apply to UK Mobile Number Portability requests

	Per Request
Imports	
Single number import	GBP 10
Date Change or Cancellation of Port Request	GBP 10
Resubmission of rejected Port Request	GBP 10
Exports	Free if the customer is within the Minimum Term of their contract, excluding Start-Up Legacy customers. Otherwise as below
Single number export	GBP 10 per number



Non-Geographic Number Portability

GBP 10.00 capped at GBP 50.00 per port order.

Migration Charges

Migration of number(s) from a Simwood account to another Simwood Carrier Services account or a Partner account attracts the Migration Charge. This Charge is per event, so the most economical approach is to move all numbers at the same time.

Our customer should:

- give 4 or more working days' notice
- specify a time between 10:00 and 15:00 for the migration to occur. This will usually happen within 30 minutes following the time specified

Any date or time that does not fall into the above will be classed as an Exceptional Timing Request and attract an additional fee.

Customer staff must be available to check / test that the work is successful.

	Charge
Migration Charge	GBP 50.00
Exceptional Timing Request	GBP 75.00



Calls to Non-Geographic Numbers

These figures are included in the published rates at <https://simwood.com/rates>.

They are shown here for clarity given the nature of the regime in the UK for calls to these numbers.

Type of Number Called and Account	"Access Charge" per minute
08/09 (or DQ service in a shared band)	
Start-Up	GBP 0.01
Virtual Interconnect	GBP 0.0025
Managed Interconnect	Free
DQ-specific charge bands (all accounts)	GBP 0.10

Number Range Hosting

We can host your number ranges allocated to you by Ofcom. We can also assist in you being allocated numbers. Admin fee is GBP 500.00 per batch of ranges built or decommissioned. Geographic and Non-geographic ranges must be built in separate batches, even if submitted at the same time, but there is no limit to the size of a batch, provided all ranges for that batch are submitted to us at once..

This requires signing of the Hosting Schedule found here:

https://cdn.simwood.com/docs/simwood_number_hosting_schedule.pdf

Emergency Services

Simwood will submit your data to the Emergency Services Call Handling Authority a pay-as-you-go fee of GBP 5.00 per submission. Alternatively, a one-off fee of GBP 500.00 covers all future submissions for the life of your account¹. Taking over records relating to ported-in numbers (at the time of import, not subsequent changes) is free.

¹ In the event of a novation, the incoming party will need to onboard and pay this again.



Simwood does not charge for on-boarding or interoperability testing for access to emergency services, and strongly encourages all customers to undertake this exercise.

Calls to 999 are in the relevant rate deck for the account in question and vary according to whether the account has been on-boarded. An additional GBP 5.00 will be charged for calls without any address information associated with them.

If Simwood receives an enquiry from law enforcement, government or regulator with respect to our partner's compliance obligations on a specific call, a charge of GBP 150.00 will be levied per enquiry. This includes calls made over other operators, presenting Simwood numbers.

Inbound Fax

Inbound fax calls can be processed by Simwood and the resulting fax delivered either by HTTP API, or by eMail, configured on a per number basis. All prices are per configured number, per month.

Account type	Charge per configured number, per month.	
	HTTP	eMail
Developer	GBP 5.00	GBP 1.00
Start-Up	GBP 5.00	GBP 1.00
Virtual Interconnect	GBP 1.00	No Charge
Managed Interconnect	GBP 1.00	No Charge

This charge does not apply for faxes delivered over SIP to customer equipment, only numbers configured to have faxes handled by us.



United States of America

Number Allocation

US numbering for Toll Free Numbers and other numbers may attract a one-off fee at the time of allocation – POA.

Number Rental

The following monthly rental fee applies per-number to numbers in the USA. A minimum 12 month term per number applies.

	Per Number, Per Month
USA Standard DID / Ported Number	GBP 0.50
USA Toll-Free / Ported Toll-Free Number	GBP 0.50
USA Standard DID / Ported Number (Simwood Inc customers)	USD 0.25
USA Toll-Free / Ported Toll-Free Number (Simwood Inc customers)	USD 0.25

Number Portability

The following fixed charges apply to Number Portability requests.

	Per Number
Porting Request	No Charge
Cancellation	GBP 10.00
Expedited Cancellation	GBP 100.00
Number Slam Restoration (See https://www.fcc.gov/general/slamming)	GBP 300.00

All porting charges are per request submitted, regardless of outcome.



Inbound Calls

The following per-minute charges, which vary depending on your account type, apply to receiving calls on USA numbering. Minimum call charges apply as per the Master Services Agreement.

	USA Standard DID per minute	USA Toll-Free per minute
Start-Up	GBP 0.010	GBP 0.0122
Virtual Interconnect	GBP 0.005	GBP 0.0082
Managed Interconnect	GBP 0.002	GBP 0.0066

Receipt of SMS

The following per-minute charges, which vary depending on your account type, apply to receiving calls on USA numbering.

	USA Toll-Free
Start-Up, Virtual Interconnect and Managed Interconnect	GBP 0.0141 /message

USF and Taxes

Customers of Simwood Inc will be invoiced US telecoms taxes directly where appropriate. US telecoms taxes are included for customers of Simwood eSMS Limited.



Other Charges

Setup Fees

- Developer and Start Up Tariffs – No Charge
- Virtual Interconnect (VI) – GBP 5,000.00
- Managed Interconnect (MI) – GBP 10,000.00
- Virtual Interconnect to Managed Interconnect Upgrade (GBP 5,000.00, or the difference between what was paid as a VI setup fee and the MI setup fee, whichever is greater).

SMS

Scenario	Charge per attempted message part
Any SMS sent from Developer account	GBP 0.20
SMS to UK Mobile (+447, except below)	
Startup Accounts	GBP 0.04
Virtual Interconnect Accounts	GBP 0.03
Managed Interconnect Accounts	GBP 0.03
SMS to UK Offshore or Questionable	GBP 0.20
SMS to UK Other ²	GBP 0.06
SMS to USA/North America	GBP 0.01
SMS to Rest of World	
Start-Up and Virtual Interconnect	GBP 0.10
Managed Interconnect	GBP 0.10

² To +44 numbers not otherwise defined



HLR Lookup	GBP 0.0025

Outbound Fax (via the API)

Developer Accounts – GBP 0.20 plus the relevant charge for the call.

All other accounts – GBP 0.04 plus the relevant charge for the call.

Minimum Call Charges

Account type	Minimum
Developer	GBP 0.01
Start-Up	GBP 0.01 or waived with a 12-month commit to a GBP 1000 minimum spend
Virtual Interconnect	n/a
Managed Interconnect	n/a

Minimum Spend and Commitment

Developer accounts have no minimum spend or commitment, but a GBP 50.00 minimum prepayment. Developer accounts may not be used in a production environment.

All accounts, except Developer, have a GBP 500.00 minimum spend per month.

Start-Up accounts have a GBP 250.00 minimum pre-payment. See above regarding minimum call durations for start-up accounts with a commitment.

Virtual Interconnect accounts have GBP 500.00 minimum prepayment.

Managed Interconnect may qualify for post-pay on credit terms at Simwood's discretion, and Managed Interconnect spends, and commitments are POA.



Support

Developer Accounts are e-mail support only, all other accounts have e-mail and telephone support. Managed Interconnect accounts also have a dedicated senior account manager.

Do-Not Originate Charges

With respect to the UK regulator (Ofcom) and the Do Not Originate List:

- Inbound calls are filtered for free
- Blocking a call you originate that is presenting a DNO number: GBP 75.00 per call attempt, or free of charge with the Outbound Filtering Service.
- Outbound Filtering Service: GBP 150.00 per month

Administrative Charges

Hourly rates are for an hour, or part thereof.

- Dealing with AIT Claims – GBP 150.00 per hour.
- Work performed in responding to security questionnaires (and similar documents) where, in our sole opinion, the work is in excess of that we are obligated to perform or is necessary in the circumstances – GBP 150.00 per hour (effective 1st November 2023).
- Restoration of a deleted number (per submission, regardless of success) – GBP 50.00
- Novation of contract – GBP 500.00
- Change of company name (where legal entity remains the same) – GBP 50.00
- Payment Processing Fee – where payment sent to wrong account, or with an incorrect or missing reference, or under the minimum – GBP 10 per error (capped at GBP 30.00 per payment)
- Suspension Admin Fee – GBP 75.00 per hour

Microsoft Teams

For full information on the capabilities of the Simwood Microsoft Teams integration, please refer to the knowledge base.



- GBP 500 set-up and onboarding fee per account.
- GBP 2.00 per active DDI per month.

Channel Charges

Account	Charge (per channel per month)
Developer	Free, maximum of 5.
Start-Up	Free, maximum as justified.
Virtual Interconnect	GBP 2.90
Managed Interconnect	POA



Simwood Global Numbering (deprecated)

Simwood only provides new global numbers to the UK and US.

Existing numbers are split into the following geographic zones.

Zone A	Zone B	Zone C
Belgium Finland France Germany Greece Ireland Italy Netherlands Switzerland	Australia Canada	Argentina Chile Cyprus New Zealand Poland Singapore Slovakia Thailand

Pricing

The following monthly rental fee applies per-number, to numbers in each zone above.

Zone A	Zone B	Zone C
GBP 5.00	GBP 15.00	GBP 20.00

Additionally, channels will be required to receive calls. Global Numbering channel pricing varies depending on your Simwood account type. Channels are shared between all your Global Numbers, irrespective of the number's zone.

	Monthly Charge per Channel
Start-Up	GBP 20.00
Virtual Interconnect	GBP 15.00
Managed Interconnect	GBP 10.00



Global Number Portability

Porting charges are raised on a case-by-case basis. Wholesale porting (but not on UK or USA) is permitted. Please contact the porting desk for further information via team@simwood.com.

Channel Utilisation

All US and UK numbering uses your standard Simwood channel allocation. You must also have available Global Numbering channels to receive calls on Global Numbers (non US/UK). Channels can be purchased at the rates shown in the pricing schedule above, and are shared across all your Global Numbers. For the avoidance of any doubt, one channel = one simultaneous call in any state (ringing or connected) so if you wish to support "call waiting" type services you will require two available channels.

Outbound calls use your standard Simwood channel allocation as always, and do not consume Global Numbering channels.

Local Requirement

Certain jurisdictions may require additional proof of entitlement for Global Numbering numbers, e.g. proof of residency. Any such requirements will be communicated to you and should be passed to the end user.

We will endeavour to advise customers of relevant changes within the jurisdiction of other countries insofar as it is relevant to your use of numbering there but customers are reminded it is their responsibility to ensure that their use of numbering complies with any local regulations or legislation.



Legal

All information, including pricing, is correct at time of issue. Prices and terms are subject to change in accordance with the MSA. All numbering services are offered subject to availability and local restrictions and legislation.

Certain customers may have bespoke rates incorporated into an Order Form, for a defined period. Where such bespoke rates are in an Order Form, those rates shall apply instead of those herein.

Contact

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Document History

Version	Date	Effective	Author	Notes
2.21	2024-03-14	2024-03-14	PF	Clarification on batches in UK range building
2.20	2024-01-22	2024-01-22	PF	Consolidated set-up fees from other documentation. Removed two international numbering countries now terminated.
2.19	2023-04-02	2023-04-02	PF	Added Teams
2.18	2023-09-19	2023-11-01	PF	Addition of admin fee for questionnaires effective 1st Nov 2023
2.17	2023-08-03	2023-08-03	PN	Merged numbering and ancillary charges document, clarified a few matters.
2.16	2023-06-05	2023-06-05	PN	Removed Number Rental Rates Valid till 31st of March
2.15	2023-01-25	2023-04-01	FB	Update price changes for Geo, Non-Geo & Mobile
2.14	2022-07-27	2022-08-01	GD	Change Global Numbering pricing



2.13	2022-07-21	2022-08-31	GD	Correct US numbering prices for UK
2.12	2022-06-06	2022-06-06	GD	Alter countries available for Global Numbering
2.11	2022-03-01	2022-04-01	GD	Change Mobile Numbering Charges
2.10	2021-07-28	2021-07-28	GD	Charge for DMS adding / editing DMS entries
2.9	2021-07-26	2021-08-04	GD	New cease of ported numbers charge
2.8	2021-07-23	2021-07-23	GD	Remove Bulgaria from International Number availability
2.7	2021-05-18	2021-05-18	GD	Added reference to Number Hosting. Price is unchanged
2.6	2021-03-01	2021-03-11	GD	Mobile number porting; Expedited UK porting changes
2.5	2020-10-27	2020-10-27	GD	Reduction in US DDI numbers. Formatting
2.4	2020-10-06	2020-10-06	GD	Further Migration charges clarification
2.3	2020-09-14	2020-09-15	GD	Migration charges clarification
2.2	2020-09-11	2020-09-14	GD	Migration charges
2.1	2020-05-21	2020-05-25	GD	Changes to US rates for Toll Free
2.0	2020-05-07	2020-05-07	GD	Clarification on export charges and re-formatting
1.9	2020-04-30	2020-05-01	GD	Exclude Start-Up Legacy accounts from free exports
1.8	2020-04-30	2020-04-30	GD/BC	Changed Export pricing. Added Non-Geo porting pricing. Amended List of Contents
1.7	2020-02-24	2020-02-24	GD	Added PoV pricing
1.6	2019-08-22	2019-08-22	RM	Minor changes and approval
1.5	2019-08-22	2019-08-22	AL	Added Inbound Fax and updated pricing



1.4	2019-08-13	2019-08-13	RM	Addition of charges pursuant to 5.3, 5.4 of the MSA
1.3	2019-08-09	2019-08-09	RM	Minor changes, clarification of resubmission charge
1.2	2019-04-03	2019-04-03	SPW	Minor changes and approval
1.1	2019-04-02	2019-04-02	RM	Added UK and US Numbering
1.0	2019-01-24	2019-01-24	RM	Initial Release