Numbering

Local numbering is available across the UK, USA. Other countries are no longer available for new numbers.

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

UK Geo and Non-Geo Numbering

Number Allocation

The majority of UK numbering 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.

Number Rental (effective 1st April 2023)

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 last day of month.

	Per Number
Non-Geographic Simwood Numbers (excluding 03)	No Charge
Geographic / Ported Numbers / Non-Geographic 03	
Developer	GBP 2.00 /mo
Start-Up	GBP 0.50 /mo
Virtual Interconnect	GBP 0.10 /mo
Managed Interconnect	GBP 0.10 /mo

Adding additional numbering configurations

Simwood provides the ability to configure multiple numbers and associate them with trunks. You can utilise the default routing function which will configure all numbers account wide to the same end point. For those who want to have routing per number with multiple end points our pricing is as follows.

	Per Number
Account Level Default Configuration (default routing)	Free
Trunk-Level Routing Configuration (included in trunk charge)	Free
Number-Level Routing Config (per number)	GBP 1.00 /mo

Adding or Editing DMS Entries

DMS is the Data Management System which is hosted and maintained by BT and holds the user record information for UK phone numbers such as Name, Company Name, Address etc. The system is access manually via a portal.

	Change per Number
Adding or Editing DMS Entries	GBP 5 capped at GBP 50 for a maximum of 20 changes

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
Developer	GBP 0.030 /min	GBP 0.072 /min	GBP 1.600 /min
Start-Up	GBP 0.015 /min	GBP 0.036 /min	GBP 0.800 /min
Virtual Interconnect	GBP 0.012 /min	GBP 0.029 /min	GBP 0.800 /min
Managed Interconnect	POA	POA	POA

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.

UK Mobile Numbering

Number Allocation

The majority of UK OTT Mobile Numbers have a one-off charge of GBP 10 per number when allocated via the API or Portal. Some "gold" numbers may attract a higher one-off fee at the time of allocation.

	Per Number
UK Mobile OTT	From GBP 10

Number Rental (effective 1st April 2023)

The following monthly rental fees apply per-number to UK numbers depending on the account type and number based on quantity in issue at midnight on the last day of the month.

	Mobile OTT	Ported Mobile
Developer	N/A	N/A
Start-Up	GBP 3.00 /mo	GBP 3.00 /mo
Virtual Interconnect	GBP 1.50 /mo	GBP 1.50 /mo
Managed Interconnect	GBP 1.00 /mo	GBP 1.00 /mo

UK Number Portability

Fixed Number Portability

The following fixed charges apply to fixed line UK Number Portability requests

	Per Request
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.

UK Mobile Number Portability

The following fixed charges apply to UK Mobile Number Portability requests

	Per Request
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

Mobile porting is not available on Developer accounts and only available on other accounts at Simwood's discretion.

Migration charges

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

The standard notice period and times for this are:

- 3 working days notice. This is subject to staff availability. We may offer an earlier date if resources permit
- Migration will occur during a working day and will happen some time between 10:00 and 12:00

Alternatively the customer may:

- 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
- Note, there is no extra charge for this

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

- other times include short-notice, outside of office hours etc. This will be at Simwood's discretion and usually happen within 30 minutes following the time agreed

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

	Charge
Migration Charge	GBP 50
Exceptional Timing Request	GBP 75

UK Number Range Hosting

For VI and MI customers, we can host your number ranges allocated to you by Ofcom. We can also assist in you being allocated numbers.

	Charge
One-off setup per batch	GBP 500

This requires signing of the Hosting Schedule found here: https://cdn.simwood.com/docs/simwood_number_hosting_schedule.pdf

Inbound Fax

Inbound Fax endpoints

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.

	HTTP	eMail
Developer	GBP 5.00 /mo	GBP 1.00 /mo
Start-Up	GBP 5.00 /mo	GBP 1.00 /mo
Virtual Interconnect	GBP 1.00 /mo	No Charge
Managed Interconnect	GBP 1.00 /mo	No Charge

No charge is made for T.38 delivery over SIP.

USA Numbering

Number Allocation

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

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.

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

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	USA Toll-Free
Start-Up	GBP 0.010 /min	GBP 0.0122 /min
Virtual Interconnect	GBP 0.005 /min	GBP 0.0082 /min
Managed Interconnect	GBP 0.002 /min	GBP 0.0066 /min

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

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

Simwood Global Numbering

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	Australia	Argentina
Finland	Canada	Chile
France		Cyprus
Germany		New Zealand
Greece		Poland
Ireland		Singapore
Italy		Slovakia
Netherlands		Thailand
Spain		Turkey
Switzerland		

Pricing

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

Zone A	Zone B	Zone C
£1.50 /mo	£3.00 /mo	£6.00 /mo
From 1st September 2022:		
£5 /mo	£15 /mo	£20 /mo

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.

	Per Channel	From 1st Sep 2022
Start-Up	GBP 12.00	GBP 20.00
Virtual Interconnect	GBP 9.10	GBP 15.00
Managed Interconnect	GBP 5.00	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, 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

If you have any questions regarding this document, please contact us;

Simwood House
Cube M4 Business Park
Old Gloucester Road
BRISTOL
BS16 1FX

+44 (0)330 122 3000
team@simwood.com
https://simwood.com/uk/wholesale

Document History

Version	Date	Effective	Author	Notes
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

Version	Date	Effective	Author	Notes
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