



Simwood Numbering

Local numbering is available across the UK, USA, and in many other countries with Simwood Global Numbering.

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	2
Simwood UK 080 Freephone Numbering.....	3
Simwood UK Mobile Numbering	4
UK Number Portability.....	5
Simwood Inbound Fax.....	7
Simwood USA Numbering	8
Simwood Global Numbering.....	10
Channel Utilisation.....	11
Local Requirement.....	11
Ordering.....	11
Legal	11
Contact	12
Document History	12

**The latest version of this document can always be found at
https://simwood.com/docs/simwood_numbering.pdf**



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

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 0.50 *
Managed Interconnect	GBP 0.50 *

Developer accounts have an allowance of five numbers, and they are not for production use - i.e. Developer account numbering must not be used for provision of services to End Users, nor can these numbers be ported out, please see our Porting Policy for full information.

*one-off payment per number until end of Minimum Term



Simwood 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.



Simwood 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 attract a higher one-off fee at the time of allocation.

	Per Number
UK Mobile OTT	From GBP 10

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 last day of month.

	Per Number
Mobile OTT	GBP 1.00 /mo
Ported Mobile Numbers	GBP 1.00 /mo

Mobile numbering and porting is not available on all account types.



UK Number Portability

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
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	GBP 10 per number
Multi line / DDI block exports	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.



Migration charges

Migration of all numbers on a Simwood eSMS account to a Partner account. These attract the Migration Charge.

The standard notice period and times for this are:

- 3 working days notice
- 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



Simwood 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.



Simwood 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 1.00 /mo
USA Toll-Free / Ported Toll-Free Number	GBP 1.00 /mo
USA Standard DID / Ported Number (Simwood Inc customers)	USD 1.00 /mo
USA Toll-Free / Ported Toll-Free Number (Simwood Inc customers)	USD 1.00 /mo

Inbound Calls

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

	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

Global Numbering, i.e. outside of the UK and US, is split into the following geographic zones

Zone A		Zone B	Zone C	
Austria	Italy	Australia	Argentina	Lithuania
Belgium	Luxembourg	Canada	Bahrain	Malaysia
Denmark	Netherlands	Israel	Brazil	New Zealand
Finland	Norway	Mexico	Bulgaria	Panama
France	Portugal		Chile	Peru
Germany	Spain		China	Phillipines
Greece	Sweden		Columbia	Poland
Ireland	Switzerland		Croatia	Puerto Rico
			Cyprus	Romania
			Czech Republic	Russian Federation
			Dominican Republic	Singapore
			El Salvador	Slovakia
			Estonia	Slovenia
			Georgia	South Africa
			Hong Kong	South Korea
			Hungary	Thailand
			Japan	Turkey
			Latvia	

Pricing

The following monthly rental fee applies per-number, to numbers in each zone above. A minimum 12 month term per number applies.

Zone A	Zone B	Zone C
£1.50 /mo	£3.00 /mo	£6.00 /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
Start-Up	GBP 12.00
Virtual Interconnect	GBP 9.10
Managed Interconnect	GBP 5.00

Number Portability

Porting charges are raised on a case by case basis. 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.

Ordering

Global Numbering is not available via the Simwood API or Portal at the time of the publication of this policy. Numbers can be ordered by contacting team@simwood.com - thereafter any Global Numbers will appear in the API and Portal like any of your existing numbers and can be managed identically.

Legal

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



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://www.simwood.com/>

Document History

Version	Date	Effective	Author	Notes
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