

# Price List

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[Downloadable PDF document of August 2023 wholesale SIP Trunking price list and various disclaimers.](#)

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## **Terms**

- Rental services will be charged one Calendar month in advance.
- Handsets are provided on a 36 month term, if cancelled within the term the remainder of the term is charged in full.
- SIP channels with inclusive minutes provided are subject to a minimum term of 12 months and are subject to a Fair Use Policy.
- Resellers should ensure sufficient bandwidth is available to allow the required number of concurrent calls, an estimate of 100k per SIP channel should be used.
- Rental liability on service(s) is charged one calendar month after the month in which the services is ceased or channel count reduced.

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## **Support**

- All SIP trunks will be defaulted to £250 spend per day for Fraud alerting.
- This can be changed by the reseller after the service is provisioned.
- Fault reporting is available 24 hours a day 7 days a week.
- However, support will only be available during Working Hours (8am to 6pm, Monday – Friday, public holidays in England and Wales excluded).

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## **Numbers & Storage**

- International DDI numbers support 1 concurrent call regardless of the number of channels the SIP service has.
- Additional concurrent call capacity is available and is charged by concurrent call, by international number.
- Call recording is applied to incoming and outgoing calls and is charged in addition to the call pricing.
- Storage charges apply after 30 days.

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