

Class Networks Inbound Pricing

Tariff rates per number type	Pence Per minute termination rates to fixed line **	Pence Per minute termination rates to mobiles*
01 & 02 Inbound only numbers **	0.0215	0.18
03 number (including 030 for not-for-profit)	0.25	0.18
0800/0808 number	0.06	0.18
080 Mobile Originating	0.11	0.22
0843(1ppm)	0.01	0.18
0843(2ppm)	Free of Charge	0.18
0843(3ppm)	-0.0025	0.18
0843(4ppm)	-0.0075	0.18
0844(7ppm)	0.06	0.18
0845(7ppm)	0.06	0.18
0870(8ppm)	0.045	0.18
0871(13ppm)	0.045	0.18
Call Recording	0.02	0.18

NB: A minus figure represents a rebate

Number Rental	Setup Charge (One-off)	Monthly Rental
Standard Geographic Number	£25.00	£7.50
Gold Geographic Number	£175.00	£10.00
Standard Non-Geographic Number	£25.00	£7.50
Gold Non-Geographic Number	£175.00	£10.00
Special Numbers	Price on Request	Price on Request

All numbers are accessed via the Inbound portal and come with standard number control, number control divert features and inbound call usage statistics

Porting Charges	Port In Charge per Order	Port Away Charge per Number
Single Line	£20.00	£0.00
Multi-Line	£40.00	£0.00
ISDN Multi-line (10 DDIs or Less)	£100.00	£0.00
ISDN Multi-line (More than 10 DDIs)	£200.00	£0.00

A One-off charge of £25.00 will be charged for rejected port orders and changes to port orders.



Inbound Intelligent Call Routing Features	Setup Charge (One-off)	Monthly Rental
Fax to Email	£20.00	£5.00
Play Announcement	£10.00	£1.50
Multi-Divert (3)	£10.00	£2.00
Multi-Divert (10)	£30.00	£4.00
Diversion	£10.00	£2.00
Advanced Menu (10 Opts)	£30.00	£2.00
Mid Call Transfer	£10.00	£5.00
Missed Call Alerts	£10.00	£3.00
Queue	£10.00	£3.00
Ratio Targets	£10.00	£2.00
Simultaneous Targets	£10.00	£3.00
Special Days	£10.00	£2.00
Special Days +	£10.00	£4.00
Timetable	£10.00	£10.00
Timezone (1)	£10.00	£1.00
Timezones (3)	£10.00	£2.00
Timezones (10)	£30.00	£4.00
Whisper Audio	£10.00	£1.00
Whisper Audio with Accept	£10.00	£2.00
Call Barring	£10.00	£2.00
Zone Plan	£10.00	£10.00
Virtual Extensions	£10.00	£5.00
Profiles	£10.00	£6.00
Whisper CLI	£10.00	£1.00
VIP Routing	£10.00	£2.00
Password	£10.00	£2.00
Sub Menus	£10.00	£5.00

Call Recording	Monthly Rental	Inbound Call Charge (pence per minute)
Call Recording (Inbound)	£5.00	£0.03

The inbound call charge for call recording is in addition to the relevant pence per minute charge already being charged.

Call Recording Features	Setup Charge (One-off)	Monthly Rental
Call Recording (Email Receipt)	£20.00	£2.00
Extended Call Recording Storage	£200.00	£50.00





Bespoke Call Plans	Setup Charge (One-off)	Monthly Rental
Inbound Call Management specific to your requirements including Zone plan, Mid-Call Transfer, CLI Whisper, Network Whisper, Call Record, Queue, Enhanced and Sub-menus, Audio Upload and Call Reporting Raw Data Feed	Per Case Basis	Per Case Basis

Notes:

All prices exclude VAT

All call plans are subject to a 12 month contract period.

* These rates apply to calls terminating on the O2, Vodafone, EE & Three networks. All other networks will be charged at 25ppm

** 01/02 inbound numbers are subject to a minimum call charge of 1p. Set up fees for 01/02 numbers include porting-in charges for out of area 01/02 numbers which then become inbound only

Note: account set up fees for our call management services do not include call plan build - user guides are provided to enable customers to manage this. This fee provides number association, portal access and usernames and passwords. Class will build an end customer's call plan if required - changes for this are £40 per hour excluding VAT



Part of the Class Telecommunications group of companies. Class Networks is a trading name of Class Affinity Projects Ltd.
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