

Inbound Pricing

Inbound Numbers & Call Management Services
IB-WND-12/18

Tariff rates per number type	Service Charge	Per minute termination rates to fixed line **	Per minute termination rates to mobiles*
01 & 02 Inbound only numbers **	N/A	2.15ppm	15p
03 number (including 030 for not-for-profit)	N/A	1.25ppm	15p
0843	1ppm	0.5ppm	15p
0843	2ppm	Free of Charge	15p
0843	3ppm	-0.25ppm	15p
0843	4ppm	-0.75ppm	15p
0844	7ppm	Free of Charge	15p
0845	7ppm	Free of Charge	15p
0870	8ppm	3ppm	15p
0871	13ppm	Free of Charge	15p
0800/0808 number	N/A	4.5ppm	15p
080 Mobile Originating	N/A	7.95ppm	18p
Call Recording	N/A	2.5ppm	15p

**A minus figure represents a rebate

Minimum rebate payable is £10.

Rebates must be claimed by invoice within 90 days of revenue share statement date.

Number Category	Set up fee - New Customer	Non Geographic (per month) New Customer	Intelligent Geographic (per month) New Customer	Set up fee - Existing Customer#	Monthly rental per number - Existing Customer#	Intelligent Geographic (per month) Existing Customer
Standard Numbers	£50	£12.50	£15	£25	£7.50	£10
Memorable Numbers						
Gold Numbers	£250	£15	£17.50	£175	£10	£12.50
Platinum Numbers	£500	£20	£25	£300	£20	£20
Special Numbers	Price on application	Price on application	Price on application	Price on application	Price on application	Price on application

One-off Porting Costs	Port In	Port away
Single Number	£20	£35
Multi-line	£40	£35 per number
Standard DDI per order (block of 10)	£100	£35 per number
Complex DDI per order (above 10 DDI's)	£200	£35 per number

One Off Penalty Charges for incorrect/changes to porting order - £25.00

(Above classified as Order Rejected by BT due to incorrect information, Porting Date Changed by Class/Customer, Cancellation of Porting order by Class/Customer, Order 'times out')

Comprehensive Call Statistics are included Free with your Class Inbound Service

Product Name	Set up fee - as part of initial order	Set up fee - added after number goes live	Monthly Rental
Play Announcement	Included	£15	£2
Multi Divert (3)	Included	£15	£4
Multi Divert (10)	£25	£40	£8
Intro Audio	Included	£15	£2
Advanced Menu (10 Opts)	POA	POA	£10
Mid Call Transfer	Included	£15	£10
Missed Call Alerts	Included	£15	£10
Queue	£25	£40	£10
Ratio Targets	Included	£15	£4
Simultaneous Targets	Included	£15	£6
Special Days	£10	£25	£10
Sub + Advanced Menus	£25	£40	£20
Timezone (1)	Included	£15	£4
Timezones (3)	Included	£15	£10
Timezones (10)	£25	£40	£16
Whisper Audio	Included	£15	£2
Whisper Audio with Accept	Included	£15	£4

Description	Set up fee - as part of initial order	Set up fee - added after number goes live	Monthly Rental
Fax2Email	£10	n/a	£7.50
NGN Alias	Included	£15	£0
Numbercontrol - Menu	Included	£15	£20
Numbercontrol - Multidivert	Included	£15	£6
Numbercontrol - Queue	£25	£40	£30

Bespoke Call Management & Routing	Set up fee	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 unless otherwise stated

All Call Plans are subject to a 12 month contract period

Existing customer - where Class is the service provider for fixed lines + calls

* These rates apply to calls terminating on the O2, Vodafone, Orange & T-Mobile 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

*** Call charges can vary depending on the operator

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 - charges for this are £40 per hour excluding VAT

When a new 03xx equivalent to an existing 08xx number is provided, the existing 08xx number must be retained and the rental on the 08xx will be reduced to £3 per month