
Phonehub IO Ltd

Phonehub Integrated Communication System

G-Cloud 15 Pricing

Supplier

Phonehub IO Ltd

Registered Office

1-2 The Old Church, St. Matthews Road,
Norwich, England, NR1 1SP

Registered in England and Wales.

Company Number

9568821

Framework

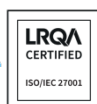
G-Cloud 15

Last Updated

23 January 2026



Crown
Commercial
Service
Supplier



1 Site License Fee

Item	Setup	Monthly Price/ Establishment	Notes
License Fee	Free	£295.00	Includes unlimited security staff users, business hub access, management and reporting users. No additional charges for recording or interception.

2 Voice Calls

Call Type	Price per Minute	Notes
UK Landline calls	£0.04	
UK Mobile and International Calls (Off-Peak midnight Friday to midnight Sunday **)	£0.06	Requires use of secure communication app.
UK Mobile and International Calls (Peak **)	£0.11	Requires use of secure communication app.

*Prisoner pays, with the option to allow friends/family to pay completely or split cost via secure app.

Item	Price per minute	Notes
Voicemails	£0.20	Existing Prison Voicemail service included with no additional development. Requires use of secure communication app.

4 Prison Email (including AI moderation)

Call Type	Price per Minute	Notes
Free Tier	7 emails	Family pays. Requires use of secure communication app
Paid Emails	£0.20 per email	Includes one free outbound reply per email. Requires use of secure communication app.

5 Secure Text Messaging (280 characters)

5.1 Text/Instant Messaging

Call Type	Price per Minute	Notes
Free Tier	15 messages per month	Prisoner pays. Requires use of secure communication app.
Paid Messages	£0.04 per message	Charged per message thereafter. Requires use of secure communication app.

5.2 Messaging and Media Enhancements

Call Type	Price per Minute	Notes
Voice-to-text	£0.20 per minute	Optional add-on
Video Messaging	£0.20 per minute	Optional add-on
Image Messaging	£0.20 per image	Optional add-on

6 Secure Social Video Calls

Item	Price per 30-minute slot (or part of a slot)	Notes
Secure Video Call	£4.50 per 30-minute session	Flexible charging model where prisoner, establishment or family member pays. Requires use of secure communication app.

7 Number Vetting

Item	Price per vetted contact	Notes
Advanced Check	£1.00	Check that the number is a legitimate number and not a call-diversion service. Check that the user wishes to receive calls from the prisoner.

Enhanced Number Vetting	£5.00	Enhanced vetting with ID verification and all of the features of the basic number vetting option.
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8 Automated transcription and/or translation portal add-on

Transcribed calls per month / establishment	Price per minute
Up to 100	Free of charge
Greater than 100	£0.10 per minute

Laws governing interception apply, all access audited and strictly controlled.

There are no separate charges for:

- Call recording
- Interception
- Monitoring activity

Monitoring is included within usage pricing and is based on:

- Approximately 5% of communications monitored
- 100% monitoring of video calls in line with current policy

AI-assisted compliance features include:

Basic Audio and Video analysis

- Keyword detection
- Indecent imagery detection

All prices in the pricing table and examples are in GBP and exclude VAT at the prevailing rate unless otherwise specified.