
Phonehub IO Ltd

Echo translation matrix

G-Cloud 15 Pricing

Supplier

Phonehub IO Ltd

Registered Office

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Norwich, England, NR1 1SP

Registered in England and Wales.

Company Number

9568821

Framework

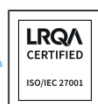
G-Cloud 15

Last Updated

23 January 2026



Crown
Commercial
Service
Supplier



Echo translation matrix – site license fee

User access method	Setup	Monthly price / establishment	Notes
Edge Browser:	Free	£150.00 + VAT	Access to the service via a staff/user portal. Includes access to transcripts

Echo translation matrix – video and audio upload / transcription

User access method	Setup	Monthly price / establishment	Notes
Edge Browser	Free	£0.10 + VAT per minute*	Access to the service via a staff/user portal. Upload transcribe and translate audio/visual content.

Echo translation matrix Administrator – per seat

User access method	Setup	Monthly price / establishment	Notes
Edge Browser	Free	£100.00 + VAT	Analyze conversations, identify language requirements.

90-day free trial of Echo Translation Matrix Administrator portal available

The 90-day free trial is available to new customers only, defined as a prison that has not previously used our service, and where the operating company or department has not used our service in any of its facilities. *Full 90-day free trial terms are included in the terms and conditions document.

Automated Interactive Interpreting and Transcription Charges

Minutes used	Price per minute
The first 1000 minutes of service usage per establishment per month (either interpretation or transcription) Free minutes can be used for any aspect of the service.	Free of charge
Automated Interpreting after the free minutes are completely used up trial period	£0.10 + VAT per minute*
Automated Transcription (including word level time stamps) after the free trial period	£0.10 + VAT per minute*

***A 15 minute minimum duration applies to all interactive interpretations or transcription sessions. Thereafter, usage is charged on a per minute basis.**