
Phonehub IO Ltd

Prison Video – Secure Video Calls

G-Cloud 15 Pricing

Supplier

Phonehub IO Ltd

Registered Office

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Registered in England and Wales.

Company Number

9568821

Framework

G-Cloud 15

Last Updated

23 January 2026



Crown
Commercial
Service
Supplier



1 Secure Service License (Mandatory)

£250 per site/establishment per month

The secure service license grants the right to operate the Prison Video service in a regulated environment and includes:

- Secure tenant configuration
- Identity document processing and user registration support
- Automated booking configuration and support
- Standard service support
- Governance and audit readiness controls

Choose from per slot and per minute billing to suit your requirements

2 Billing option one - per 30 minute slot

Price per 30 minute slot (or part of a slot)
£4.50 + VAT

*If the total number of billable 30-minute call slots used in a month exceeds a threshold, the cost for that month will be calculated based on the lowest price outlined above.

2.1 How per slot billing works

The number of slots used in a call is calculated as the total number of whole or partial slots rounded up to the next whole slot. For example: A one-hour call and a 50-minute call would both constitute 2 call slots.

Customers may receive discounted pricing either by choosing to commit to a defined level of spend in advance or by reaching the relevant pricing threshold through actual usage during the billing period; no commitment is required to access the service.

When calculating call slot use for invoicing purposes, slots carried forwards from the previous month will be used first.

If you choose to commit to a monthly volume threshold, any unused slots can be rolled over for a maximum of one month.

You can increase your commitment to a higher monthly threshold at any time during the term of the contract.

3 Billing option two – per minute billing

Price per minute
£0.15 per minute + VAT

3.1 How per minute billing works

Because the Prison Video Secure video call service always runs dedicated capacity to meet the needs of each individual call, the number of minutes in a call is calculated according to the number of scheduled minutes in the call.

Customers may receive discounted pricing either by choosing to commit to a defined level of spend in advance or by reaching the relevant pricing threshold through actual usage during the billing period; no commitment is required to access the service.

Minutes committed to be purchased in any month which are not used may only be carried forwards for a maximum period of one month.

When calculating minute use for invoicing purposes, minutes carried forwards from the previous month will be used first.

4 Automated transcription and translation add-on for calls billed per slot

Transcribed calls per month	Price per slot
Up to 10	Free of charge
Greater than 10	£1.45 + VAT

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