



Business

INBOUND SERVICES

G-Cloud 15: **Pricing Document**

Date: January 2026

Issue number: **1**

Inbound Services

Price Schedule

Inbound Usage Charges

The following inbound usage charges apply at all times of the day.

Caller Charge Type	Charge or Outpayment	Pence Per Minute (PPM)
Freephone – Landline Originated	Charge	1.00
Freephone – Mobile Originated	Charge	3.10
Freephone – Payphone Originated	Charge	80.50
03xx	Charge	0.50
SC001 (0 ppm service charge)	Charge	1.00
SC002 (1 ppm service charge)	Charge	1.00
SC003 (2 ppm service charge)	Charge	1.00
SC004 (3 ppm service charge)	Outpayment	-0.80
SC005 (4 ppm service charge)	Outpayment	-1.80
SC006 (5 ppm service charge)	Outpayment	-2.60
SC007 (6 ppm service charge)	Outpayment	-3.20
SC008 (7 ppm service charge)	Outpayment	-3.80
SC009 (8 ppm service charge)	Outpayment	-4.30
SC010 (9 ppm service charge)	Outpayment	-4.90
SC011 (10 ppm service charge)	Outpayment	-5.50
SC012 (11 ppm service charge)	Outpayment	-6.00
SC013 (12 ppm service charge)	Outpayment	-6.70
SC014 (13 ppm service charge)	Outpayment	-7.20
SC015 (14 ppm service charge)	Outpayment	-9.00
SC024 (50 ppm service charge)	Outpayment	-30.60
SC034 (100 ppm service charge)	Outpayment	-61.20

- A negative charge represents revenue sharing with our customer (outpayment). A positive number a charge to our customer.
- Call costs are calculated by rounding the call duration up to the nearest Second (or Minute for calls charged by Minute).
- The call duration in Seconds divided by sixty is multiplied by the prevailing Pence Per Minute rate.
- Call start times are accurate to within plus or minus one minute.
- Pricing for Service Bands not listed above, are available on request

Number Hosting Charges - charges are per number

Number Type	Install	Monthly Rental
Standard Number	£0.00	£0.00
Memorable Number	£0.00	£8.00

Advanced Platform Charges

Call Routing Package	Description	Install	Monthly Rental	Charge Basis
One-to-One	One to One with Origin Routing, Emergency Routing Plan, Blacklists/Whitelists, Web Portal for administration and reporting	£0.00	£3.50	Per Number
Scheduled	One-to One + Scheduled Routing by Time, Date, Day and Ratio, Web Portal for Administration, Configuration, Reporting & Statistics	£0.00	£4.50	Per Number
Interactive	Scheduled + Dynamic Routing, Network IVR, Web Portal for Administration, Route Builder, Reporting & Statistics	£50.00	£50.00	Per Customer
Contact Lite	Interactive + Network queueing, Skills Based Routing	£100.00	£100.00	Per Customer

Advanced Platform Additional Features

Feature	Description	Install	Monthly Rental	Charge Basis
Wav Files	VMB produced .wav file recordings	£75.00	£0.00	Per File
HTTP Routing	HTTP Routing using web servers	£300.00	£0.00	Per Customer
Contact Lite	Set up SOAP/VXML requests to on-site databases	£300.00	£0.00	Per Customer

Additional Notes

- A minimum usage charge of £3.50 per number per month applies to 03, 0800, 0870 and 0845 number ranges, only. If the monthly usage for a number drops below £3.50 the number rental will be augmented with the shortfall. For example, if usage in a particular month equates to 25 pence, then an additional charge of £3.25 will apply.
- If you wish to port in any Non-Geographic Numbers, please note, dated and timed number porting is free in normal business hours. There is a £150 charge per number for numbers ported outside business hours.
- All rates are exclusive of VAT.
- The Supplier offers Professional Services to support the Buyer's requirements as detailed in the table below.

Professional Services

Resource Type	Price Per Day
Project Management	
Project Manager	£650
Senior Project Manager	£800
Engineering	
Junior Engineer	
Standard Day - normal working hours (8hrs 8.00am-6.00pm)	£350
Half Day - normal working hours (4hrs 8.00am-6.00pm)	£200
Out of Hours Weekdays Evening and Saturday (x1.5)	£525
Out of Hours Sunday and Bank Holiday (x2)	£700
Systems Engineer	
Standard Day - normal working hours (8hrs 8.00am-6.00pm)	£750
Half Day - normal working hours (4hrs 8.00am-6.00pm)	£428
Out of Hours Weekdays Evening and Saturday (x1.5)	£1,125
Out of Hours Sunday and Bank Holiday (x2)	£1,500
Principle Engineer	
Standard Day - normal working hours (8hrs 8.00am-6.00pm)	£900
Half Day - normal working hours (4hrs 8.00am-6.00pm)	£513
Out of Hours Weekdays Evening and Saturday (x1.5)	£1,350
Out of Hours Sunday and Bank Holiday (x2)	£1,800
Consultant Engineer	
Standard Day - normal working hours (8hrs 8.00am-6.00pm)	£1,200
Half Day - normal working hours (4hrs 8.00am-6.00pm)	£684
Out of Hours Weekdays Evening and Saturday (x1.5)	£1,800
Out of Hours Sunday and Bank Holiday (x2)	£2,400
Transition	
Transition Manager	£1,350
Solutions Architect	
Junior Solutions Architect	£1,320
Senior Solutions Architect	£1,800
Information Security	
Information Security Consultant	£1,550
Security Operations Centre	
Cyber Security Engineer	
Standard Day - normal working hours (8hrs 8.00am-6.00pm)	£750
Half Day - normal working hours (4hrs 8.00am-6.00pm)	£428
Out of Hours Weekdays Evening and Saturday (x1.5)	£1,125
Out of Hours Sunday and Bank Holiday (x2)	£1,500
Senior Cyber Security Engineer	
Standard Day - normal working hours (8hrs 8.00am-6.00pm)	£825
Half Day - normal working hours (4hrs 8.00am-6.00pm)	£471
Out of Hours Weekdays Evening and Saturday (x1.5)	£1,238
Out of Hours Sunday and Bank Holiday (x2)	£1,650
Principle Cyber Security Engineer	
Standard Day - normal working hours (8hrs 8.00am-6.00pm)	£900
Half Day - normal working hours (4hrs 8.00am-6.00pm)	£513
Out of Hours Weekdays Evening and Saturday (x1.5)	£1,350
Out of Hours Sunday and Bank Holiday (x2)	£1,800



Company Statement

All information contained in this proposal is subject to contract and, unless expressly stated to the contrary, to Virgin Media Business Limited's standard terms and conditions.

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Registered office: 500 Brook Drive, Reading, RG2 6UU, United Kingdom

Brand Statement

Buyers entering into a Call-Off Contract will be contracting with Virgin Media Business Limited ("The Supplier").

On the 1st August 2025 Virgin Media O2 Business and Daisy Group merged to create a new B2B telecoms powerhouse – O2 Daisy.

O2 Daisy is fully consolidated by Virgin Media O2 with a 70/30 ownership structure with Daisy Group. The corporate brands Virgin Media O2 Business, Virgin Media Business and O2 Business remain.

For contracting purposes, customers of these brands contract with Virgin Media Business Ltd. Depending on the services to be provided, affiliate companies may act as billing and collection agents, such as Telefonica UK.



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