



Pricing Document



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Plan Pricing

Choose from either Standard or Premium plans, with plan pricing based on the number of users on a plan. Plan features can be compared in the matrix below.

	Standard	Premium
User Pricing Per User/Per Month	£19.99 (Per User)	£29.99 (Per User)
Bundled Free Minutes Per User/Per Month Landline & Mobile	750 (UK & USA)	Unlimited (UK + 54 Countries)

Plan Features

Call Handling	Standard	Premium
Call Routing & Forwarding	●	●
Time-Of-Day Routing	Unlimited	Unlimited
Voicemail / Voicemail to Email	Unlimited	Unlimited
Voicemail Transcription	●	●
Multi-Level IVR Call Menus	●	●
Ring Groups	●	●
On-Hold Audio	●	●
Missed Call Alerts	●	●
Call Screening & Blocking	●	●

SIP Trunks	●	●
Phone Book Manager	●	●
Dial By Extension	●	●
Caller ID Routing	●	●
Call Queueing	●	●
Text to Speech	●	●
Call Management	Standard	Premium
Call Logs	●	●
Call Recording	30 Days	12 Months
Call Monitoring	●	●
Presence Indication (BLF)	●	●
Caller ID Settings	●	●
Hold, Transfer & Park Functions	●	●
Apps and Devices	Standard	Premium
iOS & Android Apps	●	●
Windows, Mac & Linux Apps	●	●



Browser Based Phone	●	●
VoIP Phone Compatibility	●	●
Collaboration	Standard	Premium
Conference Bridges	●	●
Business Instant Messaging	●	●
SMS	Up to 25 Bulk Recipients	Unlimited
Analytics	Standard	Premium
Call Feedback	●	●
Wallboard Statistics	●	●
Scheduled Call Reports	●	●
Admin	Standard	Premium
Single Sign-On	●	●
Roles & Permissions	●	●

Workflow Enhancement	Standard	Premium
CRM & App Integration	●	●
Click To Dial	●	●
Webhooks	●	●
Short Code Commands	●	●
Fax To Email	●	●
Application Programming Interface (API)	●	●
Cloud Storage Sync	●	●

Feature Add-On Pricing

Feature Add-Ons are available for plans where added functionality is desired.

Add-Ons	Standard	Premium
12 Month Call Recording Retention Per User/Per Month	£4.00 (Per User)	Included in Plan
Advanced Wallboard Analytics Per User/Per Month	£4.00 (Per User)	£4.00 (Per User)

Phone Number Pricing

	Price
UK Phone Number Standard – Landline Per Month	£1.99 (Per Number)
UK Phone Number Standard – Mobile Per Month	£4.99 (Per Number)
International Phone Number Standard – Landline Per Month	£4.99 (Per Number)
Number Transfer One Off Charge	£19.99 (Per Number)

Call Costs

Per minute call rates can be viewed on our [Call Costs page](#).

Device and Desktop Apps

Our iOS/Android smartphone apps and Windows, Mac, Linux and Browser device apps are free to each user of Yay.com.

Professional Services

Professional Services, such as feature development, customisation and training, are charged from £1250/day.