

Effective June 2025



Item	Note	Duration	Messaging Costs	
Charges for service setup				
Telsolutions Contact Portal enterprise service	Inc Secure SMS (RCS Lite) & OBP services (Direct to bank)		£4,050	Per Enterprise account
Service Training	Per site / per day		£450	Per Enterprise account
Custom Domain SSL Renewal	Annual		£150	Annual charge per custom domain
Service commitment				
Minimum spend commitment	Includes RCS min spend		£300	Per month - 18 month agreement
Secure campaign data hosting package (SMS Webform)	1-5 Webforms	Monthly	£25	Per Webform (Active)
Secure campaign data hosting package (SMS Webform)	5 - 10 Webforms	Monthly	£20	Per Webform (Active)
Secure campaign data hosting package (SMS Webform)	Over 10 Webforms	Monthly	£15	Per Webform (Active)
Contact Portal licence charge	Per Licence	Monthly	£12	18 Month committed agreement
Proactive messaging services				
Landline automated voice message rates	(UK)		£0.044	Per min, charged per 6 sec increments
Mobile automated voice message rates	(UK)		£0.132	Per min, charged per 6 sec increments
Agent cont talk time rate	2nd call leg talk time	Per Min	£0.044	Per min, charged per 6 sec increments
SMS	Per 160 characters		£0.044	Adjusted
SMS used with WebForms	Per 160 characters		£0.044	Adjusted
Email	Per Message		£0.022	
RCS Secure SMS - Basic	Per 160 characters		£0.060	Rate charge effective October 2024
RCS Secure SMS - Enhanced Workflow - Message	Per 160 characters		£0.060	Rate charge effective October 2024
RCS Secure SMS - Enhanced Workflow - Workflow	Workflow options capped		£0.250	Rate charge effective October 2024
Proactive eBilling services				
SMS WebForms	Per 160 characters		£0.044	
Email	Per Message		£0.022	
PDF Insertion	Embedded Invoice / letter		£0.100	Unlimited downloads

Inbound SMS number (Shared short code 5 digit - UK)	1 key word	Per month	£150	Only with 2 way SMS services
Inbound SMS number (Dedicated long 11 digit UK)	Unlimited key words	Per month	£20	Only with 2 way SMS services

Telsolutions Professional service development				
Service development	Work Order quote	Per Hr	£120	Minimum 2 hours - £90 over 2 hours
Enhanced reporting training		Per Hr	£120	Minimum 2 hours
SFTP Automation service build			£190	Includes 2 hours of support
API Automation service build			£500	Includes 2 hours of support

Telsolutions Bureau team campaign support				
AVM Script Building		Per Scpt	£220	
SMS Webform Script Building		Per Scpt	£220	
Email Template Building		Per Scpt	£220	
Invoice build charge (ebilling PDF services)		Per Invoice	£360	
Service Template alterations	Work Order quote	Per Hour	£80	

Telsolutions Bureau packaged support schemes				
Bureau - existing campaign			£60	Per campaign. Data load, launch & report
Quick build new campaign by bureau services			£380	Includes the initial campaign use
Quick build new survey - excludes inbound reply number			£380	
Inbound number - 2 way message services	Long code (number)		£250	Per Annum rental
5 - 30 Day managed services for recovery cycles			£180 - £300	Per monthly cycle

Packaged Bureau Team services				
Bronze - email and telephone support		Per month	£200	5 Campaigns or alterations per month
Includes AVM / SMS and Email template alterations				
Silver - email and telephone support		Per month	£350	10 Campaigns or alterations per month
Includes (5 total) bureau campaigns and management				
Includes AVM / SMS and Email template alterations				
Gold - Out of hours telephone support (8-8pm)		Per month	£550	10-25 Campaigns or alterations per month
Includes (10 total) bureau campaigns and management				
Includes AVM / SMS and Email template alterations				

Professional services - Behaviour strategy build services				
Treble Touch (3 Channel) event campaign	Per Campaign		£420	
Trigger Based Strategy (5 day - 3 channel)	Per Campaign		£720	
RCS Template	Per Campaign		£600	Standard non workflow. Workflow quoted
Letter replacement strategy	Per Campaign		£300	
Filter strategy	Per Campaign		£1,500	

Consumer Data Enrichment		Same day service	
Number appending	Consented Landline	£0.19	Upto 9 results per row. Manual process
Number appending	Consented Mobile	£0.19	
Email address appending	Email	£0.19	
SUPER TRACE - Mobile and Email	Email and Mobile	£0.46	
Premium data search charge	Per record loaded	£0.005	
Batch trace processing charge		£20	
Commercial Business Data Enrichment		1-3 day service	
Number appending	Landline and Mobile	£0.19	
Email address appending	Email	£0.19	
Batch trace processing charge		£30	
Data verification services - Email & Mobile Number only			
Email Address validation & deliverability risk processing	48 hrs		Requested service
Batch processing charge		£65	On-demand per batch
Per Email address processed		£0.012	Per email
Per Mobile Number processed		£0.020	Per Mobile Number

olutions

[illegible]

--

--

--

Example charge
Example charge
Example charge
Example charge
Example charge

Advisable Service
Advisable Service
Advisable Service
Advisable Service