



Webex Contact Center (Named Agent Model)

includes 24 x 7 support, connectivity to PSTN and call bundle

Webex Contact Center - Standard Named User (includes 24x7 Support)	Billing Frequency	36 Month Term	60 Month Term
		Charge	Charge
Small (1-15 Agents)	Monthly Per User	£58.22	£56.22
Medium (16-75 Agents)	Monthly Per User	£54.92	£52.92
Large (75-300 Agents)	Monthly Per User	£52.44	£50.44
X Large (300+ Agents)	Monthly Per User	£49.96	£47.96

Webex Contact Center - Premium Named User (includes 24x7 Support)	Billing Frequency	36 Month Term	60 Month Term
		Charge	Charge
Small (1-15 Agents)	Monthly Per User	£82.69	£80.69
Medium (16-75 Agents)	Monthly Per User	£77.64	£75.64
Large (75-300 Agents)	Monthly Per User	£73.85	£71.85
X Large (300+ Agents)	Monthly Per User	£70.06	£68.06

Webex Contact Center (Concurrent Agent Model)

includes 24 x 7 support, connectivity to PSTN and call bundle

Webex Contact Center - Standard Concurrent User (includes 24x7 Support)	Billing Frequency	36 Month Term	60 Month Term
		Charge	Charge
Small (1-15 Agents)	Monthly Per User	£74.53	£72.53
Medium (16-75 Agents)	Monthly Per User	£70.06	£68.06
Large (75-300 Agents)	Monthly Per User	£66.71	£64.81
X Large (300+ Agents)	Monthly Per User	£63.36	£61.36

Webex Contact Center - Premium Concurrent User (includes 24x7 Support)	Billing Frequency	36 Month Term	60 Month Term
		Charge	Charge
Small (1-15 Agents)	Monthly Per User	£104.44	£102.44
Medium (16-75 Agents)	Monthly Per User	£97.83	£95.83
Large (75-300 Agents)	Monthly Per User	£92.88	£90.88
X Large (300+ Agents)	Monthly Per User	£87.93	£85.93

Webex Contact Center Add-Ons

Webex Contact Center Add-Ons	Billing Frequency	36 Month Term	60 Month Term
		Charge	Charge
Wallboard (CCBox)	Monthly Per User	£4.50	£4.00
Basic Quality Management	Monthly Per User	£13.43	£13.43
Basic Workforce Management	Monthly Per User	£12.26	£12.26
AI Powered Advanced Quality Management (AQM)	Monthly Per User	£23.94	£23.94
Advanced Workforce Management (WFM)	Monthly Per User	£23.07	£23.07
WFO Analytics and Transcription	Monthly Per User	£40.30	£40.30
WFO Bundle (AQM, WFM, Analytics, Transcription)	Monthly Per User	£73.00	£73.00

Professional Services - Webex Contact Center
includes 1 x Migration Event, Voice channel, and 2 Digital Channels

Professional Services - Packaged Services	Billing Frequency	Charge
Webex CC Configuration (Small)	One Off	£6,810.00
Webex CC Configuration (Medium)	One Off	£18,906.00
Webex CC Configuration (Large)	One Off	£54,045.00
Webex CC Configuration (Extra Large = per additional 20 Agents over Large)	One Off	£6,810.00
Webex CC User Migration Event	One Off	£2,400.00
Webex CC Outbound Campaign Enablement (per campaign)	One Off	£4,995.00
Webex CC Service Credits x 10 pre-paid bundle	One Off	£3,120.00

Professional Services Rate Card	Billing Frequency	Charge
Field Engineer	Per Day	£560.00
CX Solution Consultant	Per Day	£920.00
CX Solution Architect	Per Day	£920.00
Project Coordinator	Per Day	£636.00
Developer	Per Day	£920.00
Trainer	Per Day	£600.00
Project Manager	Per Day	£760.00
Programme Manager	Per Day	£920.00

Information

Professional service day rate is for any additional work outside what is covered by the Professional Services - Packaged Services.

Out of hours professional services will be charged at 150% of above day rates.

Recurring usage above the committed user / workspace quantities purchased will incur overage charges. Includes IVR port usage. IVR Ports are included at no charge at a rate of 2 per agent

All works to be undertaken remotely unless otherwise specified. Where on site works are required, reasonable travel and lodging will be charged at cost.

Indexation will apply no earlier than the first anniversary of your Call Off Contract Start Date. Pricing shall be indexed on the first of January immediately following that first anniversary and annually thereafter to reflect the one-year CPI % published by the Office of National Statistics (or its successor) in the prior November. No price indexation will be applied should CPI be negative.

Professional services days cancelled with less than 10 working days’ notice are chargeable at the full rate unless prior written agreement is obtained

Gamma expects all projects to be completed within 12 months of the purchase order date. If a project is not completed within this timeframe for any reason other than Gammas default, all proposed professional service days, whether estimated or not, shall be deemed fully performed and invoiced, with no refund or service credit offered, unless a prior written agreement is in place.

In the event that customer-caused delays extend beyond the agreed project completion date, the full remaining project cost will become due on that date. Any further work required to complete the project after this point will be charged separately at the prevailing rates.

A minimum charge of 0.5 days of professional services will apply to any scheduled activity. In the event of project delays caused by the customer, including but not limited to non-attendance at scheduled meetings, failure to provide required information, or any other actions or inactions that impact the agreed project timeline, additional time will be charged at the prevailing daily rate for the resource allocated to the project.

Charges for overruns will be calculated based on actual time incurred and will be billed in increments of 0.5 days.

Each professional services activity includes up to 3 media channels and 1 migration event

Campaign configuration limited to voice service and one of each configuration metric e.g. business hours, outcome rules, campaign strategy. Includes CSV list population and day 1 support

Webex Contact Center Variable Charges

Charge Description	What You Get	Charge
Webex Connect Premium Uncommitted Interaction	per digital interaction (flow) in/out (not charged for in when at agent) every interaction plus the below	£0.05
SMS Channel- UK Short Code MT Usage	per message (out)	£0.01
SMS Channel – UK Messaging	0-100000 Messages (each)	£0.06
SMS Channel – Provisioning – UK Long Number	Per SMS number (one off)	£20.00
SMS Channel – UK Long Number Fee	Per SMS number / month	£20.00
Live Chat / Web Chat Channel Usage	per active customer device per month (No charges for the first 20K active devices per month)	£0.01
Facebook Messenger Channel Usage	per active customer device per month	£0.01
Email Channel- Usage	per 1000 emails out (No charges for the first 200K outbound emails per month)	£0.01
WhatsApp Channel- Inbound Messaging Usage	per conversation (within 24 hour window)	£0.01
WhatsApp Channel- Outbound Messaging Usage	per conversation (within 24 hour window)	£0.01
WhatsApp Message Fees	per outbound message	£0.06
WhatsApp Message Fees	per outbound message – Marketing	£0.09
WhatsApp Provisioning – UK Long Number	per WhatsApp Number (one off)	£890.00
WhatsApp Channel – UK Long Number Fee	per WhatsApp Number / Month	£20.00
AI Assistant	See Information Below (per each / month) – Committed	£20.00
AI Agent	See Information Below (per each / month) – Committed	£75.00
Outbound Campaign Manager	per 4,000 dials per month - Committed	£20.00
Call Recording Storage	per GB (after 30 days) per month	£0.03

Information

Billed Monthly In Arrears based on consumption
Charges may vary where underpinning carrier charges vary e.g. Meta, SMS etc

AI Assistant Usage

AI Assistant usage can be a mixture of voice minutes and/or digital sessions between an end user and a single agent. The usage is pooled across all agents/supervisors in the organization. AI Assistant is purchased as "units." Each unit provides a customer with up to 2000 minutes of voice or 1000 digital sessions or a proportional mix. For digital sessions, a session is defined as up to 15 outbound messages from an agent to an end user. For longer digital interactions, an additional session is counted for every 15 outbound messages or any fraction thereof. AI Assistant Includes: Transcription, Topic Analytics, Agent Wellness, Wrap Up and Transfer Summary, Agent Assistant, Knowledge Base & Next Best Action

AI Agent Usage

AI Agent is purchased as 'units' and usage is measured in 'sessions'. For voice calls, a session is defined as up to 2 minutes of connected time between an end user and a single AI Agent. For longer conversations, an additional session is counted every 2 minutes or fraction thereof. For digital interactions, a session is defined as up to 15 outbound messages to an end user from an AI Agent. For longer digital interactions, an additional session is counted for every 15 messages or any fraction thereof. Each unit provides a customer with the following capacity of sessions (mix and match is allowed).

Agent Types	Voice (Multi-modal)	Digital
Scripted	1200	4800
Autonomous	200	200



IP Call Tariff (IP Call Tariff PS)

Headline Call Rates

UK and UK Mobile	Pence per Minute		
	Inclusive	PAYU	Out of Bundle
UK 01/02/03	0.00	0.007	1.20
UK Mobile O2	0.00	2.45	2.45
UK Mobile EE	0.00	2.45	2.45
UK Mobile Vodafone	0.00	2.45	2.45
UK Mobile Three / Gamma	0.00	2.45	2.45

UK Call Rates

Category	Description	Access Charge PPM	Service Charge Peak	Service Charge Off Peak	Service Charge Weekend	Service Charge Per Call	Service Charge Min Charge	Charging note
UK	Guernsey Mobile	n/a	78.47	60.27	60.27		0.00	
UK	Isle of Man Mobile	n/a	32.27	32.27	32.27		0.00	
UK	Isle of Man Mobile Other	n/a	81.27	81.27	81.27		0.00	
UK	Isle of Man Mobile Premium	n/a	78.47	60.27	42.77		0.00	
UK	Jersey Mobile	n/a	78.47	60.27	60.27		0.00	
UK	Personal Numbering E	n/a	12.43	11.71	16.38		0.00	
UK	UK Blind and Disabled Directory Enquiries	n/a	0.26	0.17	0.15		13.78	
UK	UK Emergency Services	n/a	0.00	0.00	0.00	0.00	0.00	
UK	UK Fixed Fee 10	n/a	0.00	0.00	0.00	25.42	0.00	
UK	UK Fixed Fee 3	n/a	0.00	0.00	0.00	26.13	0.00	
UK	UK Fixed Fee 6	n/a	0.00	0.00	0.00	33.04	0.00	
UK	UK Fixed Fee 8	n/a	0.00	0.00	0.00	70.29	0.00	
UK	UK Fixed Fee 9	n/a	0.00	0.00	0.00	42.41	0.00	
UK	UK FW8 Rate - Voice & Data	n/a	18.74	18.74	18.74	0.00	3.00	
UK	UK International Operator	n/a	141.27	141.27	141.27	0.00	3.00	
UK	UK Mobile Cable and Wireless	n/a	3.73	4.08	3.71		0.00	
UK	UK Mobile Other	n/a	3.66	3.85	3.95		0.00	
UK	UK Mobile Virtual 1	n/a	55.68	55.74	55.73		0.00	
UK	UK Mobile Voice and Data	n/a	4.81	4.74	4.61		0.00	
UK	UK National Operator	n/a	16.58	16.58	16.58	82.89	3.00	
UK	UK NGCS SC001	12.00	0.00	0.00	0.00	0.00	0.00	
UK	UK NGCS SC002	12.00	0.83	0.83	0.83	0.00	0.00	
UK	UK NGCS SC003	12.00	1.67	1.67	1.67	0.00	0.00	
UK	UK NGCS SC004	12.00	2.50	2.50	2.50	0.00	0.00	
UK	UK NGCS SC005	12.00	3.33	3.33	3.33	0.00	0.00	
UK	UK NGCS SC006	12.00	4.17	4.17	4.17	0.00	0.00	
UK	UK NGCS SC007	12.00	5.00	5.00	5.00	0.00	0.00	
UK	UK NGCS SC008	12.00	5.83	5.83	5.83	0.00	0.00	
UK	UK NGCS SC009	12.00	6.67	6.67	6.67	0.00	0.00	
UK	UK NGCS SC010	12.00	7.50	7.50	7.50	0.00	0.00	
UK	UK NGCS SC011	12.00	8.33	8.33	8.33	0.00	0.00	
UK	UK NGCS SC012	12.00	9.17	9.17	9.17	0.00	0.00	
UK	UK NGCS SC013	12.00	10.00	10.00	10.00	0.00	0.00	
UK	UK NGCS SC014	12.00	10.83	10.83	10.83	0.00	0.00	
UK	UK NGCS SC015	12.00	12.50	12.50	12.50	0.00	0.00	
UK	UK NGCS SC016	12.00	16.67	16.67	16.67	0.00	0.00	
UK	UK NGCS SC017	12.00	20.83	20.83	20.83	0.00	0.00	
UK	UK NGCS SC018	12.00	25.00	25.00	25.00	0.00	0.00	
UK	UK NGCS SC019	12.00	29.17	29.17	29.17	0.00	0.00	
UK	UK NGCS SC020	12.00	30.00	30.00	30.00	0.00	0.00	
UK	UK NGCS SC021	12.00	33.33	33.33	33.33	0.00	0.00	
UK	UK NGCS SC022	12.00	37.50	37.50	37.50	0.00	0.00	
UK	UK NGCS SC023	12.00	38.33	38.33	38.33	0.00	0.00	
UK	UK NGCS SC024	12.00	41.67	41.67	41.67	0.00	0.00	
UK	UK NGCS SC025	12.00	45.83	45.83	45.83	0.00	0.00	
UK	UK NGCS SC026	12.00	50.00	50.00	50.00	0.00	0.00	
UK	UK NGCS SC027	12.00	54.17	54.17	54.17	0.00	0.00	
UK	UK NGCS SC028	12.00	58.33	58.33	58.33	0.00	0.00	
UK	UK NGCS SC029	12.00	62.50	62.50	62.50	0.00	0.00	
UK	UK NGCS SC030	12.00	66.67	66.67	66.67	0.00	0.00	
UK	UK NGCS SC031	12.00	75.00	75.00	75.00	0.00	0.00	
UK	UK NGCS SC032	12.00	79.17	79.17	79.17	0.00	0.00	
UK	UK NGCS SC033	12.00	82.50	82.50	82.50	0.00	0.00	
UK	UK NGCS SC034	12.00	83.33	83.33	83.33	0.00	0.00	
UK	UK NGCS SC035	12.00	91.67	91.67	91.67	0.00	0.00	
UK	UK NGCS SC036	12.00	100.00	100.00	100.00	0.00	0.00	

UK	UK NGCS SC037	12.00	120.83	120.83	120.83	0.00	0.00	
UK	UK NGCS SC038	12.00	125.00	125.00	125.00	0.00	0.00	
UK	UK NGCS SC039	12.00	129.17	129.17	129.17	0.00	0.00	
UK	UK NGCS SC040	12.00	150.00	150.00	150.00	0.00	0.00	
UK	UK NGCS SC041	12.00	166.67	166.67	166.67	0.00	0.00	
UK	UK NGCS SC042	12.00	183.33	183.33	183.33	0.00	0.00	
UK	UK NGCS SC043	12.00	208.33	208.33	208.33	0.00	0.00	
UK	UK NGCS SC044	12.00	250.00	250.00	250.00	0.00	0.00	
UK	UK NGCS SC045	12.00	300.00	300.00	300.00	0.00	0.00	
UK	UK NGCS SC046	12.00	0.00	0.00	0.00	4.17	0.00	
UK	UK NGCS SC047	12.00	0.00	0.00	0.00	8.33	0.00	
UK	UK NGCS SC048	12.00	0.00	0.00	0.00	12.50	0.00	
UK	UK NGCS SC049	12.00	0.00	0.00	0.00	20.83	0.00	
UK	UK NGCS SC050	12.00	0.00	0.00	0.00	25.00	0.00	
UK	UK NGCS SC051	12.00	0.00	0.00	0.00	29.17	0.00	
UK	UK NGCS SC052	12.00	0.00	0.00	0.00	33.33	0.00	
UK	UK NGCS SC053	12.00	0.00	0.00	0.00	40.00	0.00	
UK	UK NGCS SC054	12.00	0.00	0.00	0.00	41.67	0.00	
UK	UK NGCS SC055	12.00	0.00	0.00	0.00	58.33	0.00	
UK	UK NGCS SC056	12.00	0.00	0.00	0.00	62.50	0.00	
UK	UK NGCS SC057	12.00	0.00	0.00	0.00	83.33	0.00	
UK	UK NGCS SC058	12.00	0.00	0.00	0.00	120.83	0.00	
UK	UK NGCS SC059	12.00	0.00	0.00	0.00	125.00	0.00	
UK	UK NGCS SC060	12.00	0.00	0.00	0.00	166.67	0.00	
UK	UK NGCS SC061	12.00	0.00	0.00	0.00	208.33	0.00	
UK	UK NGCS SC062	12.00	0.00	0.00	0.00	250.00	0.00	
UK	UK NGCS SC063	12.00	0.00	0.00	0.00	333.33	0.00	
UK	UK NGCS SC064	12.00	0.00	0.00	0.00	416.67	0.00	
UK	UK NGCS SC065	12.00	0.00	0.00	0.00	500.00	0.00	
UK	UK NGCS SC066	12.00	129.17	129.17	129.17	64.17	0.00	
UK	UK NGCS SC067	12.00	20.83	20.83	20.83	66.67	0.00	
UK	UK NGCS SC068	12.00	202.50	202.50	202.50	0.00	0.00	
UK	UK NGCS SC069	12.00	8.33	8.33	8.33	291.67	0.00	
UK	UK NGCS SC070	12.00	202.50	202.50	202.50	202.50	0.00	Service Charge applies after first minute
UK	UK NGCS SC071	12.00	175.00	175.00	175.00	216.67	0.00	Service Charge applies after first minute
UK	UK NGCS SC072	12.00	147.50	147.50	147.50	230.00	0.00	Service Charge applies after first minute
UK	UK NGCS SC073	12.00	208.33	208.33	208.33	0.00	0.00	Service Charge applies after first minute
UK	UK NGCS SC074	12.00	4.17	4.17	4.17	4.17	0.00	Service Charge applies after first minute
UK	UK NGCS SC075	12.00	8.33	8.33	8.33	8.33	0.00	Service Charge applies after first minute
UK	UK NGCS SC076	12.00	33.33	33.33	33.33	33.33	0.00	Service Charge applies after first minute
UK	UK NGCS SC077	12.00	58.33	58.33	58.33	58.33	0.00	Service Charge applies after first minute
UK	UK NGCS SC078	12.00	125.00	125.00	125.00	125.00	0.00	Service Charge applies after first minute
UK	UK NGCS SC079	12.00	166.67	166.67	166.67	166.67	0.00	Service Charge applies after first minute
UK	UK NGCS SC080	12.00	214.17	214.17	214.17	370.83	0.00	Service Charge applies after first minute
UK	UK NGCS SC081	12.00	15.00	15.00	15.00	0.00	0.00	
UK	UK NGCS SC082	12.00	18.33	18.33	18.33	0.00	0.00	
UK	UK NGCS SC083	12.00	291.67	291.67	291.67	0.00	0.00	
UK	UK NGCS SC084	12.00	62.50	62.50	62.50	208.30	0.00	
UK	UK NGCS SC085	12.00	82.50	82.50	82.50	216.60	0.00	
UK	UK NGCS SC086	12.00	65.00	65.00	65.00	229.10	0.00	
UK	UK NGCS SC087	12.00	108.33	108.33	108.33	250.00	0.00	Service Charge applies after first minute
UK	UK NGCS SC088	12.00	0.00	0.00	0.00	304.17	0.00	Service Charge applies after first minute
UK	UK NGCS SC090	12.00	582.50	582.50	582.50	1165.00	0.00	Service Charge applies after first minute
UK	UK NGCS SC091	12.00	665.83	665.83	665.83	1331.67	0.00	Service Charge applies after first minute
UK	UK NGCS SC092	12.00	5.83	5.83	5.83	5.80	0.00	Service Charge applies after first minute
UK	UK NGCS SC093	12.00	10.83	10.83	10.83	10.80	0.00	Service Charge applies after first minute
UK	UK NGCS SC094	12.00	66.67	66.67	66.67	66.60	0.00	Service Charge applies after first minute
UK	UK NGCS SC095	12.00	83.33	83.33	83.33	83.30	0.00	Service Charge applies after first minute
UK	UK NGCS SC096	12.00	250.00	250.00	250.00	250.00	0.00	Service Charge applies after first minute
UK	UK NGCS SC097	12.00	41.66	41.66	41.66	300.00	0.00	Service Charge applies after first minute
UK	UK NGCS SC098	12.00	125.00	125.00	125.00	300.00	0.00	Service Charge applies after first minute
UK	UK NGCS SC099	12.00	166.67	166.67	166.67	300.00	0.00	Service Charge applies after first minute
UK	UK NGCS SC100	12.00	300.00	300.00	300.00	300.00	0.00	Service Charge applies after first minute
UK	UK Pagers & Voice Messaging	n/a	7.88	7.88	7.88	0.00	3.00	
UK	UK Personal Numbering pn1	n/a	25.77	25.77	25.77	0.00	3.00	
UK	UK Premium Rate g6	n/a	8.95	8.95	8.95	0.00	3.00	
UK	UK Special Services g21	n/a	15.50	15.50	15.50	18.28	0.00	
UK	UK Timeline	n/a	2.49	2.49	2.49	44.21	3.00	
UK	UK Wi Fi Services 1	n/a	23.43	23.43	23.43	0.00	3.00	
UK	UK Wi Fi Services 10	n/a	4.97	4.97	4.97	0.00	3.00	
UK	UK Wi Fi Services 2	n/a	14.64	12.18	6.21	0.00	3.00	
UK	UK Wi Fi Services 4	n/a	15.82	9.67	4.84	0.00	3.00	
UK	UK Wi Fi Services 9	n/a	18.74	18.74	18.74	0.00	3.00	

International Call Rates

Continent	Country	Pence per Minute
Asia	Afghanistan	92.63
Asia	Afghanistan Mobile	71.67
Europe	Albania	74.90
Europe	Albania Mobile	196.00
Africa	Algeria	30.39
Africa	Algeria Algiers	418.63
Oceania	American Samoa	71.69
Europe	Andorra	8.16
Europe	Andorra Mobile	99.69
Africa	Angola	30.81
Africa	Angola Mobile	100.72
North America	Anguilla	111.57
Antartica	Antarctic	1015.00
North America	Antigua & Barbuda	115.50
North America	Antigua & Barbuda Mobile	115.50
South America	Argentina	7.21
South America	Argentina Mobile	85.96
Europe	Armenia	122.95
Europe	Armenia Mobile	122.95
South America	Aruba	49.63
Africa	Ascension Island	825.93
Oceania	Australia	5.25
Oceania	Australia Mobile	17.25
Oceania	Australia Special Services	11.31
Europe	Austria	4.90
Europe	Austria Mobile Other	49.09
Europe	Austria Premium	117.53
Europe	Azerbaijan	98.70
Europe	Azerbaijan Mobile	142.10
Europe	Azerbaijan Premium	654.50
North America	Bahamas	107.80
North America	Bahamas Mobile	107.80
Asia	Bahrain	62.65
Asia	Bahrain Mobile	62.65
Asia	Bangladesh	6.23
Asia	Bangladesh Mobile	6.23
North America	Barbados	112.70
North America	Barbados Mobile	112.70
Europe	Belarus	185.50
Europe	Belarus Other	185.50
Europe	Belgium	7.42
Europe	Belgium Mobile	29.42
Europe	Belgium Premium	240.36
North America	Belize	110.25
North America	Belize Mobile	109.20
Africa	Benin	152.60
Africa	Benin Mobile	162.75
North America	Bermuda	10.17
Asia	Bhutan	26.19
South America	Bolivia	122.50
South America	Bolivia Mobile	106.75
Europe	Bosnia Herzegovina	72.45
Europe	Bosnia Herzegovina Mobile	188.30
Africa	Botswana	91.70
Africa	Botswana Mobile	125.30
South America	Brazil	4.90
South America	Brazil Mobile	30.39
North America	British Virgin Islands	111.57
Asia	Brunei	93.73
Asia	Brunei Mobile	93.73
Europe	Bulgaria	38.50
Europe	Bulgaria Mobile	58.74
Europe	Bulgaria Mobile Other	238.00
Europe	Bulgaria Special Services	38.50
Africa	Burkina Faso	182.00
Africa	Burkina Faso Mobile	197.25
Africa	Burundi	220.70
Africa	Burundi Mobile	220.70
Asia	Cambodia	25.36
Asia	Cambodia Mobile	25.36
Africa	Cameroon	167.65
Africa	Cameroon Mobile	178.85
North America	Canada	1.13

North America	Canada Other	39.92
Africa	Cape Verde Islands	70.08
Africa	Cape Verde Mobile	134.11
North America	Cayman Islands	92.75
North America	Cayman Islands Mobile	92.75
Africa	Central African Republic	234.43
Africa	Central African Republic Special Services	278.46
Africa	Chad	267.47
Africa	Chad Mobile	261.81
South America	Chile	57.13
South America	Chile Mobile	25.57
South America	Chile Rural	373.87
South America	Chile Special Services	840.00
Asia	China	140.14
Asia	China Mobile	140.14
South America	Colombia	4.90
South America	Colombia Cali	4.90
South America	Colombia Medellin	4.90
South America	Colombia Mobile	12.87
Africa	Comoros	254.97
Africa	Congo	257.13
Africa	Congo Democratic Republic	227.15
Africa	Congo Democratic Republic Mobile	295.40
Africa	Congo Mobile	349.29
Oceania	Cook Islands	493.47
North America	Costa Rica	7.67
North America	Costa Rica Mobile	37.93
Europe	Croatia	6.37
Europe	Croatia Mobile	29.20
North America	Cuba	371.00
Europe	Cyprus	3.15
Europe	Cyprus Mobile	6.82
Europe	Cyprus Mobile One	18.06
Europe	Czech Republic	3.17
Europe	Czech Republic Mobile	25.85
Europe	Czech Republic Special Services	91.00
Europe	Denmark	4.55
Europe	Denmark Mobile	15.45
Africa	Diego Garcia	606.49
Africa	Djibouti	154.55
North America	Dominica	111.94
North America	Dominican Republic	47.11
North America	Dominican Republic Mobile	53.13
Asia	East Timor	118.54
South America	Ecuador	69.65
South America	Ecuador Mobile	115.50
Africa	Egypt	41.65
Africa	Egypt Mobile	63.70
North America	El Salvador	89.36
North America	El Salvador Mobile	89.36
Africa	Equatorial Guinea	211.91
Africa	Eritrea	275.70
Europe	Estonia	153.65
Europe	Estonia Mobile	153.65
Europe	Estonia Mobile Other	44.36
Africa	Ethiopia	111.48
South America	Falkland Islands	770.00
Europe	Faroe Islands	6.76
Europe	Faroe Islands Mobile	27.66
Oceania	Fiji	127.40
Oceania	Fiji Mobile	127.40
Europe	Finland	6.30
Europe	Finland Mobile	12.46
Europe	Finland Other	6.30
Europe	France	1.45
Europe	France Mobile	9.57
South America	French Guyana	6.37
South America	French Guyana Mobile	45.69
Oceania	French Polynesia	137.84
Africa	Gabon	218.75
Africa	Gabon Mobile	176.05
Africa	Gambia	214.55
Africa	Gambia Mobile Other	212.80
Europe	Georgia	141.40
Europe	Georgia Mobile	141.40
Europe	Germany	1.67

Europe	Germany Mobile	14.83
Europe	Germany Mobile Other	15.91
Africa	Ghana	97.58
Africa	Ghana Mobile	129.85
Europe	Gibraltar	14.35
Europe	Gibraltar Mobile	61.60
Europe	Greece	2.00
Europe	Greece Mobile	12.17
North America	Greenland	65.37
North America	Grenada	86.44
North America	Grenada Mobile	86.44
North America	Guadeloupe	5.37
North America	Guadeloupe Mobile	43.85
Oceania	Guam	8.34
North America	Guatemala	35.70
North America	Guatemala Mobile	84.35
North America	Guatemala Other	84.00
Africa	Guinea	289.24
Africa	Guinea Bissau	289.23
Africa	Guinea Bissau Mobile	308.90
Africa	Guinea Mobile	206.50
South America	Guyana	113.80
South America	Guyana Mobile	113.80
North America	Haiti	152.19
North America	Haiti Mobile	84.50
North America	Honduras	61.60
North America	Honduras Mobile	78.75
Asia	Hong Kong	22.61
Asia	Hong Kong Mobile	21.00
Europe	Hungary	1.89
Europe	Hungary Budapest	37.87
Europe	Hungary Mobile	11.55
Europe	Iceland	8.02
Europe	Iceland Mobile	15.05
Asia	India	13.91
Asia	Indonesia	20.30
Asia	Indonesia Mobile	20.30
Satellite	Inmarsat aero	3417.96
Satellite	Inmarsat b	1756.23
Satellite	Inmarsat m	2685.48
Asia	Iran	83.37
Asia	Iran Mobile	88.06
Asia	Iraq	101.85
Asia	Iraq Baghdad	81.20
Asia	Iraq Mobile	102.55
Europe	Ireland	2.45
Europe	Ireland Mobile	24.97
Asia	Israel	10.33
Asia	Israel Mobile	39.95
Asia	Israel Palestine	94.02
Europe	Italy	2.08
Europe	Italy Mobile	45.06
Europe	Italy Other	252.70
Europe	Italy Vodafone Mobile	16.42
Europe	Italy Wind Mobile	3.64
Africa	Ivory Coast	315.00
Africa	Ivory Coast Mobile	637.00
North America	Jamaica	122.50
North America	Jamaica Mobile	122.50
Asia	Japan	6.30
Asia	Japan Mobile	18.59
Africa	Jordan	75.15
Asia	Kazakhstan	35.70
Asia	Kazakhstan Mobile	97.30
Asia	Kazakhstan Other	250.95
Africa	Kenya	130.55
Africa	Kenya Mobile	82.95
Africa	Kenya Mobile Other	130.55
Oceania	Kiribati	733.31
Europe	Kosovo	242.98
Asia	Kuwait	20.12
Asia	Kuwait Mobile	16.35
Asia	Kyrgyzstan	294.00
Asia	Kyrgyzstan Mobile	92.40
Asia	Laos	35.01
Europe	Latvia	308.35

Europe	Latvia Mobile	15.19
Europe	Latvia Mobile Other	78.98
Asia	Lebanon	42.70
Asia	Lebanon Mobile	83.65
Africa	Lesotho	280.00
Africa	Lesotho Mobile	234.50
Africa	Liberia	222.60
Africa	Liberia Mobile	167.72
Africa	Libya	139.57
Europe	Liechtenstein	25.98
Europe	Lithuania	238.00
Europe	Lithuania Mobile	13.23
Europe	Luxembourg	29.40
Europe	Luxembourg Mobile	25.99
Europe	Luxembourg Other	33.66
Asia	Macau	110.27
Europe	Macedonia	71.40
Europe	Macedonia Mobile	181.30
Africa	Madagascar	374.50
Africa	Madagascar Mobile	665.00
Africa	Malawi	246.46
Africa	Malawi Mobile	246.46
Asia	Malaysia	5.25
Asia	Malaysia Mobile	5.64
Asia	Maldives	413.00
Asia	Maldives Mobile	413.00
Africa	Mali	199.50
Africa	Mali Mobile	183.40
Europe	Malta	4.69
Europe	Malta Mobile	20.49
Oceania	Marshall Islands	127.91
North America	Martinique	5.37
North America	Martinique Mobile	144.87
Africa	Mauritania	293.01
Africa	Mauritania Mobile	353.14
Africa	Mauritius	49.63
Africa	Mayotte	24.09
Africa	Mayotte Mobile	199.84
North America	Mexico	5.78
North America	Mexico Mobile	22.22
Oceania	Micronesia	253.62
Europe	Moldova	153.44
Europe	Moldova Mobile	153.44
Europe	Monaco	29.40
Europe	Monaco Mobile	343.00
Asia	Mongolia	11.03
Asia	Mongolia Mobile	11.03
Europe	Montenegro	189.00
Europe	Montenegro Mobile	181.65
North America	Montserrat	120.89
Africa	Morocco	8.05
Africa	Morocco Mediatel	71.75
Africa	Morocco Mobile Other	283.50
Africa	Mozambique	117.25
Africa	Mozambique Mobile	180.60
Asia	Myanmar	126.81
Asia	Myanmar Mobile	85.46
Africa	Namibia	93.48
Africa	Namibia Mobile	93.48
Oceania	Nauru	744.32
Asia	Nepal	66.99
Asia	Nepal Mobile	64.23
Europe	Netherlands	2.11
Europe	Netherlands Antilles	65.50
Europe	Netherlands Antilles Mobile	65.50
Europe	Netherlands Mobile	14.66
Europe	Netherlands Mobile Other	660.04
Oceania	New Caledonia	161.00
Oceania	New Zealand	6.34
Oceania	New Zealand Mobile	23.24
North America	Nicaragua	117.25
North America	Nicaragua Mobile	122.50
Africa	Niger	118.80
Africa	Niger Premium Services	118.80
Africa	Nigeria	54.78
Africa	Nigeria Mobile	58.60

Oceania	Niue	799.46
Asia	North Korea	242.60
Oceania	Northern Marianas	19.31
Europe	Norway	1.91
Europe	Norway Mobile	27.20
Europe	Norway Mobile Other	80.50
Satellite	OCHA	6.05
Asia	Oman	66.16
Asia	Oman Mobile	66.16
Asia	Pakistan	27.57
Asia	Pakistan Mobile	20.13
Oceania	Palau	121.30
Asia	Palestine	82.71
Asia	Palestine Mobile	94.02
North America	Panama	7.88
North America	Panama Mobile	57.68
Oceania	Papua New Guinea	487.56
Oceania	Papua New Guinea Mobile	487.56
South America	Paraguay	40.29
South America	Paraguay Mobile	40.29
South America	Peru	2.78
South America	Peru Mobile	21.15
South America	Peru Rural	153.65
Asia	Philippines	87.15
Asia	Philippines Mobile	65.10
Europe	Poland	2.34
Europe	Poland Mobile	11.07
Europe	Portugal	3.09
Europe	Portugal Mobile	21.83
North America	Puerto Rico	2.89
Asia	Qatar	78.35
Asia	Qatar Mobile	78.35
Africa	Reunion	10.75
Africa	Reunion Mobile	199.84
Europe	Romania	2.98
Europe	Romania Mobile	14.74
Europe	Russia	52.50
Europe	Russia Iridium	3326.75
Europe	Russia Mobile	136.85
Europe	Russia Mobile One	117.67
Europe	Russia Mobile Other	959.21
Europe	Russia St Petersburg	101.57
Africa	Rwanda	145.25
Africa	Rwanda Mobile	136.85
Europe	San Marino	94.51
Africa	Sao Tome & Principe	450.90
Satellite	Satellite Other	2033.29
Satellite	Satellite	11429.95
Satellite	Satellite Australia	1130.28
Satellite	Satellite Emsat	7000.00
Satellite	Satellite Iridium	5332.95
Asia	Saudi Arabia	71.33
Asia	Saudi Arabia Mobile	64.96
Asia	Saudi Arabia Mobile Other	67.69
Africa	Senegal	171.92
Africa	Senegal Mobile	171.92
Europe	Serbia	197.87
Europe	Serbia Mobile	197.87
Africa	Seychelles	325.50
Africa	Seychelles Special Services	320.60
Africa	Sierra Leone	261.65
Africa	Sierra Leone Mobile	261.65
Asia	Singapore	14.14
Asia	Singapore Mobile	7.70
Europe	Slovakia	6.16
Europe	Slovakia Mobile	46.20
Europe	Slovenia	4.27
Europe	Slovenia Mobile	17.58
Oceania	Solomon Islands	483.00
Africa	Somalia	253.62
Africa	Somalia Mobile	224.50
Africa	South Africa	63.42
Africa	South Africa Mobile Other	63.70
Africa	South Africa Special Services	83.65
Asia	South Korea	4.41
Asia	South Korea Mobile	4.78

Africa	South Sudan	265.36
Europe	Spain	3.16
Europe	Spain Mobile One	29.84
Europe	Spain Mobile Other	23.86
Europe	Spain Premium	4356.25
Europe	Spain Special Services	208.56
Asia	Sri Lanka	66.72
Asia	Sri Lanka Mobile	66.72
Africa	St. Helena	917.56
North America	St. Kitts & Nevis	110.60
North America	St. Kitts & Nevis Mobile	110.60
North America	St. Lucia	110.60
North America	St. Lucia Mobile	110.60
North America	St. Martin	54.41
North America	St. Pierre & Miquelon	215.01
North America	St. Vincent & Grenadines	110.60
North America	St. Vincent & Grenadines Mobile	110.60
Africa	Sudan	105.00
Africa	Sudan Mobile	93.80
South America	Suriname	134.30
South America	Suriname Mobile	134.30
Africa	Swaziland	66.88
Africa	Swaziland Mobile	61.95
Europe	Sweden	1.58
Europe	Sweden Mobile	7.48
Europe	Switzerland	4.34
Europe	Switzerland Mobile One	33.48
Europe	Switzerland Other	44.40
Asia	Syria	108.71
Asia	Syria Mobile	106.96
Asia	Taiwan	12.25
Asia	Taiwan Mobile	44.45
Asia	Tajikistan	106.32
Asia	Tajikistan Mobile	90.03
Africa	Tanzania	143.85
Africa	Tanzania Mobile	142.24
Asia	Thailand	15.61
Asia	Thailand Mobile	15.61
Africa	Togo	155.62
Oceania	Tokelau	827.02
Oceania	Tonga	441.08
North America	Trinidad & Tobago	75.60
North America	Trinidad & Tobago Mobile	75.60
Africa	Tunisia	408.10
Africa	Tunisia Mobile	408.10
Asia	Turkey	14.91
Asia	Turkey Mobile Other	99.86
Asia	Turkmenistan	89.63
North America	Turks & Caicos Island Mobile	110.60
North America	Turks & Caicos Islands	110.60
Oceania	Tuvalu	1323.24
Africa	Uganda	217.26
Africa	Uganda Mobile	150.95
Asia	United Arab Emirates	74.90
Asia	United Arab Emirates Mobile	74.90
South America	Uruguay	24.21
South America	Uruguay Mobile	75.27
North America	US Virgin Islands	9.79
North America	USA	1.34
North America	USA Alaska	4.33
North America	USA Special Services	8.05
Asia	Uzbekistan	50.05
Asia	Uzbekistan Mobile	48.65
Oceania	Vanuatu	441.08
South America	Venezuela	49.69
South America	Venezuela Mobile	61.78
Asia	Vietnam	35.70
Oceania	Wallis & Futuna	187.47
Oceania	Western Samoa	485.20
Asia	Yemen	66.16
Asia	Yemen Mobile	63.41
Africa	Zambia	187.11
Africa	Zambia Mobile	176.82
Africa	Zimbabwe	118.93
Africa	Zimbabwe Mobile	276.50

IP Call tariff is applicable to SIP Trunking, MS Teams CloudUCX, MS Teams Operator Connect, Horizon and CloudSIP.

Inclusive rates apply to any Service with an inclusive minute allowance, PAYU rates apply to any Service without an inclusive minute allowance, out of bundle rates apply to any Service with an inclusive minute allowance where the minute allowance is exceeded.

Unless otherwise stated in any call off contract, where your rental has an inclusive call bundle, the following inclusive minute allowances apply and where this inclusive allowance is exceeded then all excess usage will be charged at the out of bundle rates.

SIP Trunking (per channel per month) - 5000 minutes to UK 01/02/03 numbers and 2000 minutes to UK mobile numbers

Cloud SIP (per channel per month) - 5000 minutes to UK 01/02/03 numbers and 2000 minutes to UK mobile numbers

MS Teams CloudUCX (per user per month) - 2000 minutes to UK 01/02/03 numbers and 2000 minutes to UK mobile numbers

MS Teams Operator Connect (per user per month) - 2000 minutes to UK 01/02/03 numbers and 2000 minutes to UK mobile numbers

Horizon (per user per month) - 2000 minutes to UK 01/02/03 numbers and 1000 minutes to UK mobile numbers

PhoneLine+ UK (per user per month) - 2000 minutes to UK 01/02/03 numbers and 1000 minutes to UK mobile numbers per month.

PhoneLine+ UK and International (per user per month) - 2000 minutes to UK 01/02/03 numbers, 1000 minutes to UK mobile numbers and 1000 minutes to Western Europe, USA and Canada per month.

All inclusive 01/02/03 minute allowances include a fair usage where calls to 03 numbers must not exceed 15% of the total actual 01/02/03 minutes used in any month. Where this inclusive allowance is exceeded then the excess usage will be charged at the out of bundle rate.

All inclusive UK Mobile minute allowances include calls to the following call types only FM1 - 02, FM3 - EE, FM4 - EE, FM5- Vodafone and FM6 - Three and Gamma Mobile. Calls to any other 07 numbers will be charged in accordance with rates as set out above.

Any unused allowance in any month does not roll onto subsequent months.

All rates apply to peak, off peak and weekend unless otherwise specified.

For all UKNGCS call types, the cost of calls to numbers in these charge bands will be the Access Charge plus the Service Charge.

Call charges will be rounded to 2 decimal places.

From time to time dial strings may be moved from one call band to another.

All charges are based on pence per minute.