



Pricing

G-Cloud 15 (RM1557.15) Sangoma Technologies Inc

Switchvox Cloud

January 2026

1 Introduction

This Pricing Document sets out the maximum framework prices for Switchvox Cloud as listed under the G-Cloud 15 Framework Agreement (RM1557.15). It is intended to give Buyers complete visibility of all costs associated with procuring, implementing, and using the service through the Digital Marketplace.

All prices contained within this document:

- Represent the highest charges that may be applied under the framework
- Are provided exclusive of VAT
- May be subject to annual indexation or uplifts, where stated in Section 5

The purpose of this Pricing Document is not only to confirm the core cost of the service but also to outline the associated commercial components such as setup fees, licensing, support, hosting, optional add-ons, and, where applicable, professional services charged under the Crown Commercial Service (CCS) SFIA model.

2 Service overview

Switchvox Cloud is a hosted SaaS solution designed to help organisations communicate and collaborate from anywhere to increase productivity and customer experience. The service is delivered entirely through the cloud and is hosted within a public cloud supplier-managed environment. Switchvox Cloud is the ideal replacement for existing and legacy PBX phone systems – on-premises or cloud.

Switchvox Cloud provides dial tone, mobile and desktop applications, call recording, analytics and reporting, informal contact centre, voicemail, IVR and more features. With the additional features of AI transcription and integration to Microsoft Teams and more than 200 CRM. Price includes 247x365 Platinum support.

Pricing for the service is based on a per-user, per-month model, each user benefits from a bundle of minutes to UK landlines and mobiles. The core price covers the primary service components, including licensing, hosting, updates, and standard support. Optional add-ons and enhancements are available where Buyers require additional capacity or extended functionality.

3 Core pricing

This section sets out the core pricing for Switchvox Cloud, including all mandatory costs required to use the service. The table below presents the maximum framework prices associated with the service, structured according to the relevant pricing model of per-user, per month.

All prices shown are exclusive of VAT and must be read in conjunction with the accompanying Service Definition and Terms & Conditions. Optional enhancements and add-on services are listed separately in Section 4.

3.1 Switchvox Cloud & Switchvox as a Service

SaaS pricing

Service	Unit (per user/month)	Price (ex VAT)	Description
Switchvox Cloud – 3YR	1	£9.99	3 Year Contract
Switchvox Cloud – 1YR	1	£11.99	1 Year Contract
Switchvox Cloud – M2M	1	£14.99	Month- to- Month
Switchvox as Service – 3YR	1	£6.99	3 Year Contract
Switchvox as a Service – 1YR	1	£8.99	1 Year Contract
Switchvox as a Service – M2M	1	£12.99	Month-to-Month

Line-item pricing

Item	One-off fee	Unit	Price (ex VAT)	Description
Number Porting	One-off	Per Number	£7.00	Number porting, per number. Capped at £35, Block of numbers from same LCP

4 Optional extras / add-ons

The following optional services are available to Buyers who wish to extend the functionality or capacity of the Switchvox Cloud. These items are not required to use the core service but may be selected at the Buyer's discretion.

Optional Service	Unit	Price (ex VAT)	Description
Scribe	Per 1000 mins pack	£19.22	Scribe AI-Powered Call Transcription & Insights Module, per site per month
MS Teams Integration – 3YR	Per User, Per Month	£2.50	MS Teams Integration, 3 Year Contract
MS Teams Integration – 1YR	Per User, Per Month	£3.00	MS Teams Integration, 1 Year Contract
MS Teams Integration – M2M	Per User, Per Month	£3.00	MS Teams Integration, Month-to-Month Contract
CRM Integration – 3YR	Per User, Per Month	£3.20	CRM Integration, 3 Year Contract
CRM Integration – 1YR	Per User, Per Month	£3.60	CRM Integration, 1 Year Contract
Phone Rentals		Cost per month / per phone, with option to buy at the end. Phones are owned by Sangoma	
		3 Year Contract	1 Year Contract
P310		Free (QTY cannot exceed total seats)	£5.00
P315		£3.10	£5.60

P325	£4.35	£8.75
P330	£5.25	£11.25
P370	£8.75	£18.75
PM200 Expansion Module	£5.25	£11.25
DECT Combo (base +Handset)	£6.50	£11.80
DECT Handset	£3.50	£8.75
H10 Headset	£5.00	£10.00
H20 Headset	£5.25	£11.25