

Secure Messaging for Secure Environments- Pricing

1. Overview

Secure Messaging is Unilink's cloud-hosted messaging service designed to support secure, monitored digital communication within custodial and other secure environments.

The service enables authorised users to send and receive written messages and attachments in accordance with defined security and operational controls. Secure Messaging integrates with wider custodial systems and supports audit, moderation and compliance requirements.

2. Pricing approach

Secure Messaging is priced on a per-message basis, with charges applied according to message length, replies and attachments. Pricing is published as fixed unit charges, enabling buyers to calculate total costs at the point of award based on expected usage.

There are no separate setup or implementation charges for this service.

3. Message pricing

Message charges

Pricing component	Price
Message (up to 2,500 characters)	£0.42
Additional page (each additional 2,500 characters)	£0.37
Prisoner reply	£0.26
Photo attachment	£0.32

Charges are calculated by applying the relevant unit price to each message, reply or attachment processed through the service.

4. Included service and support

Messaging charges include:

- access to the Secure Messaging software platform
- secure message transmission and moderation
- ongoing maintenance and software updates
- application-level support during agreed service hours

Support relates to the operation of the software service itself. End-user devices and local operational processes remain the responsibility of the contracting authority unless otherwise agreed.

5. Hosting

Secure Messaging is provided as a cloud-hosted software service. Hosting and infrastructure required to operate the service are included within the published messaging charges.

All prices exclude VAT.