

U-Phone – Telephony & Video for Secure Environments- Pricing

1. Overview

U-Phone is Unilink’s cloud-hosted Voice over IP (VoIP) telephony service designed for use within custodial and other secure environments.

The service provides secure voice communications for prisoners, detainees and staff, operating within defined monitoring, control and security frameworks. U-Phone supports deployment across individual sites or multi-site estates and integrates with associated operational and payment systems where required.

2. Pricing approach

U-Phone is priced on a **per-minute basis**, with charges applied to completed calls. Pricing is published as fixed unit rates, enabling buyers to calculate total costs at the point of award based on expected call volumes.

Implementation and service enablement are provided as chargeable services and are priced separately from call charges.

There are no establishment charges. Implementation is included.

3. Call pricing

Optional recording, AI analysis and post-call translation is included.

Telephone Calls

	Per minute
IP Phone calls	£0.05
UK Landline Phone Calls	£0.07
Establishment charge	£0.00
Premium numbers	N/A
International IP/SIPP calls	£0.15

Video-Sessions

Video-Session slot	Per minute	Total slot
30 minutes	£0.070	£2.10
45 minutes	£0.070	£3.15
90 minutes	£0.060	£5.40
120 minutes	£0.055	£6.60

4. Included service and support

Phone charges include:

- RIPA/IPA compliance with audit trails
- Strong identity proofing, PIN controls, anti-fraud and audio/facial recognition
- Optional recording for up to three months
- AI analysis and translation
- Telephone management platform with MI dashboards, SLA reporting, audit logs, change control, user management
- Data protection: GDPR/DPIA, role-based access, least privilege, data minimisation
- Secure calling to limited approved numbers, time of day rules, management overrides
- Live monitoring, keyword/voice analytics, intelligence flags, watchlists and alerts
- Recording/retention rules and retention schedules
- Individual billing
- Establishment calling
- Android and iPhone apps for calling
- Support at systems and user level
- Integration with existing Unilink self-service systems

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. The establishment must have a secure Internet connection of sufficient bandwidth to enable the service.

All prices exclude VAT.