Direct Routing Subscription Pricing

Subscription type	Direct Routing 1	Direct Routing 2	Direct Routing 3
Cost (per Teams user)	£5.00	£4.00	£3.00
Inclusive minutes (per Teams user)	2000	1000	0

Direct Routing pricing notes:

- A Teams User is calculated as a MS Phone System License (or equivalent) with an associated DDI
- Inclusive minutes are per Teams user per month and include UK Local, National and UK Major Mobile combined
- 10% discount available for 100+ users
- 20% discount available for 500+ users
- Out of bundle minutes will be charged at £0.01 per minute to UK Local and National and £0.05 per minute to UK Major Mobile

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Direct Routing Subscription Pricing

Subscription type	In addition charge to Direct Routing
Voxivo4Teams subscription	£5.00
VoxivoCX subscription	£25.00

- A Direct Routing User and a Voxivo4Teams subscription will be a 1:1 ratio
- A VoxivoCX subscription will be in additional to the chosen Direct Routing plan and Voxivo4Teams subscription

  eg: Direct Routing 1 (£5) + Voxivo4Teams subscription (£5) + VoxivoCX subscription (£25) = £35 per user fee
- 10% discount available for 100+ users
- 20% discount available for 500+ users

Additional usage charges

Call recording policy: The first gigabyte of storage is included per Customer tenant. Every additional gigabyte is charged at £6.50 per month per Customer. Monthly peaks will be rounded up to nearest gigabyte.

Customers are entitled to one SIP channel per extension. Every additional SIP channel required beyond this 1:1 ratio will be charged at £7.00 per channel per month. A £7.00 charge will be applied for all PCI channels (concurrent payment channels).

All inbound calls to VoxivoCX will carry a £0.005 charge per minute. Calls will be rounded up to the nearest minute.

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Call Termination Charges

Domestic calls will be charged at the following rates:

Destination	Peak Per Minute	Off-Peak Per Minute	Weekend Per Minute
UK National	£0.01	£0.01	£0.01
UK Mobile T Mobile	£0.05	£0.05	£0.05
UK Mobile Orange	£0.05	£0.05	£0.05
UK Mobile Vodafone	£0.05	£0.05	£0.05
UK Mobile Hutchison 3G	£0.05	£0.05	£0.05

NOTE: All costs are in pence per minute

International calls will be charged at the following rates: https://www.foehn.co.uk/foehn-ratecard/

PCI DSS Level 1 Compliance

Transaction bracket (per year)	Description	Price per transaction
<200,000	Number of card payments (transactions) taken over the telephone using the Foehn PCI service per annum	£0.25
200,000 – 500,000	Number of card payments (transactions) taken over the telephone using the Foehn PCI service per annum	£0.18
500,000 – 1m	Number of card payments (transactions) taken over the telephone using the Foehn PCI service per annum	£0.14
>1m	Number of card payments (transactions) taken over the telephone using the Foehn PCI service per annum	£0.12

NOTE: Minimum transactions per year = 50,000. Transactions are purchased annually in advance. Any additional transaction bundles required in a 12-month period will be billed with a 10% increase in fees (for example if 15,000 transactions are purchased at a free of £3,750 and all of these are used within 10 months, any additional transactions will be billed at a rate of £0.275).

Number Porting

Geographic Number Porting

Service Description	Charge Type	Charge Per Order (in hours*)
	Options	
Single Line Port Order	One Off	£12.00
Multi-line Port Order (Aux)	One Off	£25.00
Multi-line Port Order with DDI block of up to 10	One Off	£60.00
Multi-line with DDI block of 11 or more	One Off	£110.00
	Penalty Charges	
Description	Examples	Charge
Order rejected by losing communications provider	Wrong order type Missing or incorrect information Remote call forwarding/CNI on the line Incorrect information	£45.00
Porting date or time changed by customer	Customer site not ready	£45.00
Cancellation of port order by a customer	Cancellation by a customer of a confirmed port order	£45.00

Non-Geographic Number Porting

Foehn does not currently levy any charges on its customers for the import of non-geographic numbers.

Geographic Porting Out Service

Service Description	Charge Type	Charge Per CLI
	Options	
Geographical Porting Out	Export of a number to another network	£11.00

Professional Services

Foehn offers a range of professional services with the right options to fit your business needs. Following a scoping exercise and delivery of a Statement of Works document, project costs will be provided to deliver Direct Routing and/or Voxivo services. Project costs will be based on the following rates:

Professional Services Rates

Resource type	Day rate	Hourly rate
Project Manager	£650	£90
Implementation Engineer	£650	£90
Trainer	£650	£90