

Effective January 2011

Product	Connection	Monthly Charge	Notes
Contact Point	£25.00	£9.99	Connection charge is per Inbound End User account. Monthly Charge is per Inbound number
Contact Path	£25.00	£19.99	Connection charge is per Inbound End User account. Monthly Charge is per Inbound number
Contact Pro	£150.00	£49.99	Connection charge is per Inbound End User account. Monthly Charge is per Inbound number

Additional Features	Connection	Monthly Charge	Notes
VoiceMail	£4.99	£7.99	Charge is per Inbound End User account & storage charges may apply (see below)
Advanced Statistics	£4.99	£9.99	Charge is per Inbound End User account.
Call Record	£85.00	£65.50	Charge is per Inbound End User account & storage charges apply (see below)
Call Whisper	£55.00	£25.00	Charge is per Inbound End User account & storage charges may apply (see 'Announcements' below)

Call Recording Storage	Connection	Monthly Charge	Notes
Call Recording Storage Band 1	N/A	£20.00	Variable charge – stored calls equal: 0.0001Mb to 50Mb
Call Recording Storage Band 2	N/A	£40.00	Variable charge – stored calls equal: Up to 500Mb
Call Recording Storage Band 3	N/A	£75.00	Variable charge – stored calls equal: Up to 1Gb
Call Recording Storage Band 4	N/A	£120.00	Variable charge – stored calls equal: Up to 2Gb
Call Recording Storage Band 5	N/A	£200.00	Variable charge – stored calls equal: Up to 5Gb
Call Recording Storage Band 6	N/A	£340.00	Variable charge – stored calls equal: Up to 10Gb
Call Recording Storage Band 7	N/A	£600.00	Variable charge – stored calls equal: Up to 20Gb
Call Recording Storage Band 8	N/A	£1,000.00	Variable charge – stored calls equal: Up to 50Gb

Announcement Storage	Connection	Monthly Charge	Notes
Announcement Storage Band 1	N/A	£20.00	Variable charge – stored announcements equal: 0.0001Mb to 50Mb
Announcement Storage Band 2	N/A	£40.00	Variable charge – stored announcements equal: Up to 500Mb
Announcement Storage Band 3	N/A	£75.00	Variable charge – stored announcements equal: Up to 1Gb
Announcement Storage Band 4	N/A	£120.00	Variable charge – stored announcements equal: Up to 2Gb
Announcement Storage Band 5	N/A	£200.00	Variable charge – stored announcements equal: Up to 5Gb
Announcement Storage Band 6	N/A	£340.00	Variable charge – stored announcements equal: Up to 10Gb
Announcement Storage Band 7	N/A	£600.00	Variable charge – stored announcements equal: Up to 20Gb
Announcement Storage Band 8	N/A	£1,000.00	Variable charge – stored announcements equal: Up to 50Gb

VoiceMail Storage	Connection	Monthly Charge	Notes
VoiceMail Storage Band 1	N/A	£20.00	Variable charge – stored voicemails equal: 0.0001Mb to 50Mb
VoiceMail Storage Band 2	N/A	£40.00	Variable charge – stored voicemails equal: Up to 500Mb
VoiceMail Storage Band 3	N/A	£75.00	Variable charge – stored voicemails equal: Up to 1Gb
VoiceMail Storage Band 4	N/A	£120.00	Variable charge – stored voicemails equal: Up to 2Gb
VoiceMail Storage Band 5	N/A	£200.00	Variable charge – stored voicemails equal: Up to 5Gb
VoiceMail Storage Band 6	N/A	£340.00	Variable charge – stored voicemails equal: Up to 10Gb
VoiceMail Storage Band 7	N/A	£600.00	Variable charge – stored voicemails equal: Up to 20Gb
VoiceMail Storage Band 8	N/A	£1,000.00	Variable charge – stored voicemails equal: Up to 50Gb

General Notes

- 1) An Inbound number must be provisioned on Contact Point/Path or Pro to take an additional feature (they are not available as standalone features)
- 2) Where an Inbound call is 'answered' by Inbound call queue/announcement/IVR a CDR will be produced with 'Inbound Platform' as the destination and charged at the standard fixed rate according to the Inbound number type. This will be generated in addition to any further applicable CDR's if the call is subsequently answered by a destination number.
- 3) Please consult Inbound Release 2.0 Billing Specification for full details regarding billing file formats & frequency.
- 4) Storage charges relate to peak monthly utilisation per Inbound End User account as shown on the relevant page at www.myinbound.com
- 5) Please consult NTS tariff for pence per minute charges
- 6) Please note Contract terms: 1 month min contract applies to Contact Point/Contact Path/Additional Features and 12 month min contract applies to Contract Pro.