

## Silver Lining Standard Tariff

### Inbound Rates

| Number Type                 | Rental per number month | Price band | Rate                        |
|-----------------------------|-------------------------|------------|-----------------------------|
| 01,02,03                    | £15                     | n/a        | 6.00ppm                     |
| 0800                        | £15                     | n/a        | From landlines:<br>10.00ppm |
|                             |                         |            | From mobiles:<br>14.00ppm   |
| 0843, 0844, 0845 0870, 0871 | £15                     | 1.00 ppm   | 10.00 ppm                   |
|                             |                         | 2.00 ppm   | 9.00 ppm                    |
|                             |                         | 3.00 ppm   | 8.00 ppm                    |
|                             |                         | 4.00 ppm   | 7.00 ppm                    |
|                             |                         | 5.00 ppm   | 6.00 ppm                    |
|                             |                         | 6.00 ppm   | 5.00 ppm                    |
|                             |                         | 7.00 ppm   | 4.00 ppm                    |
|                             |                         | 8.00 ppm   | 3.00 ppm                    |
|                             |                         | 9.00 ppm   | 2.00 ppm                    |
|                             |                         | 10.00 ppm  | 1.00 ppm                    |
|                             |                         | 11.00 ppm  | 0.00 ppm                    |
|                             |                         | 12.00 ppm  | -1.00 ppm                   |
| 13.00 ppm                   | -2.00 ppm               |            |                             |

### Inbound Services

| Service  | Price                              |
|--|------------------------------------|
| Hosted Contact Centre                                    | £1250 per month; plus              |
|  | £95 per supervisor per month; plus |
|  | £45 per agent per month            |
| Network based call recording                             | 1.5ppm                             |
| Network based call recording storage                     | £1 per 1000 minutes per month      |
| Number Porting Fee (in)                                  | £150                               |
| Number Porting / Migration Fee (out) per standard number | £10                                |
| Number Porting Fee (out) per Silver number               | £750                               |
| Number Porting Fee (out) per Gold number                 | £1,500                             |