

Optua Telecommunications
Schedule of Charges

This document outlines charges that apply to Optua Telecommunications customers. These charges are deducted from your linked payment method.

Service Description	Charge	Notes
Outgoing Call Charges (pence per minute) UK national landlines (01, 02) UK mobiles UK non-geographic landlines (03)	0.7p 1.5p 1.1p	(1) The unlimited call bundle applies to all of the customers extensions. A fair usage allowance of 2,000 minutes (about 3 days) applies to each user. (2) The 2000/5000 call bundle can be used to share across all extensions on the customer's account. This allows for 2,000 minutes (about 3 days) to UK standard mobiles and 5,000 minutes (about 7 days) to UK standard landlines a month. These bundles can be added in multiples; therefore 3 bundles would equate to 6,000 minutes (about 8 days) to UK standard mobiles and 15,000 UK standard landline minutes a month.
Bundles Unlimited UK call bundle, per user, per month (1) Shared 2000/5000 group UK call bundle, per bundle per month (2)	£7.50 £12.00	
Number Management Services Number porting charges: For a single geographic number *(1) For a group of associated numbers/DDIs For a non-geographic 03xxx or 08xxx number Number rental charge (per number, per month) International number rental	£30.00 £90.00 £75.00 £2.00 POA	
Hosted Switchboard Unit price per user extension per month Virtual landline with no user extensions	£7.00 £4.50	
Call Recording Service charge per user per month of data retention Bulk storage option, per 100GB per month	£0.25 £10.00	
Other specialist services SIP Trunk with 10 call channels to a legacy PBX system IVR integration with business software (priced per customer per month) (1) Wallboard software (per month)	£25.00 £45.00 £15	(1) Interactive Voice Response (IVR) applications are designed to enable automatic interaction between a caller and a business software application such as a customer booking system or a financial management system. Our IVR software uses text-to-

		speech synthesis to present information to the caller and can use voice recognition to interpret the caller's responses. IVR applications are built-to-order at extra cost. IVR is not the same as the built-in Auto-Attendant feature (which is free).
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IMPORTANT INFORMATION

All charges are deducted from your linked payment method. Please ensure that you have sufficient balance to cover any requested administrative services.

These charges are separate from your regular usage-based charges for calls, texts and data.

We reserve the right to amend these charges at any time. The most up to date version will always be available on our website.

This schedule is effective from December 2025.

HOTEL AND SCHOOL SERVICE – MONTHLY SERVICE CHARGES

Hotels and schools have atypical requirements and, therefore, we offer special fixed-price PBX servers to remain competitive as our standard user licenses would be incompatible with these use cases.

Max primary extensions	Max secondary extensions	Monthly service charge
10	50	£65.00
15	75	£95.00
20	100	£115.00
30	150	£175.00

DISCOUNTS (indicated by *)

*(1) - A discount of 100% is applied to the number porting fee if the following criteria is met:

- A bundle of £12.00 is being taken out / unlimited UK call bundle with minimum user count of 3
- A hosted switchboard unit price per extension of minimum user count of 3 is being taken out