

## VoIP

Effective from May 2008

Alncom offers a full range of VoIP products suitable for Home and business customers. For more details please see the VoIP Product Document "Getting into VoIP". Pricing details for VoIP Express and VoIP Plus are as below.

| Product      | Charges | Set Up Fee | Monthly Fee |
|--------------|---------|------------|-------------|
| VoIP Express |         | Free       | £2.50       |
| VoIP Plus    |         | £5         | £7          |

| Features                                | Product | VoIP Express | VoIP Plus |
|---|---------|--------------|-----------|
| Geo (UK 01/02) or Non Geo (0845) Number |         | 1            | 1         |
| Voicemail                               |         | 1            | 1         |
| Trunks* (Simultaneous Calls)            |         | 1            | 2         |
| Extension Numbers                       |         | N/A          | 1         |
| Auto Attendant – single level           |         | N/A          | 1         |
| Hunt Group                              |         | N/A          | 1         |
| Queues                                  |         | N/A          | 1         |
| Call Transfer                           |         | N/A          | Yes       |
| Call Pickup                             |         | N/A          | Yes       |
| 3-Way Calling                           |         | N/A          | Yes       |
| Extension-level Dialling                |         | N/A          | Yes       |
| Call Recording                          |         | N/A          | Yes       |
| Follow Me                               |         | N/A          | Yes       |
| Call Screening (black/white list)       |         | Yes          | N/A       |
| SMS Text Message Feature                |         | Yes          | N/A       |
| Call Forwarding                         |         | Yes          | Yes       |
| Caller ID Display                       |         | Yes          | Yes       |
| Outgoing Call CLI Options               |         | Yes          | Yes       |
| Real-time Call Report                   |         | Yes          | Yes       |

\*Extension level dialling does not take up any of the trunk capacity.

You can upgrade your VoIP Plus account by adding extra User Licences, Call Queues or Hunt Groups with additional charges as detailed below. These additional features are not available to VoIP Express Accounts.

| VoIP Plus Additional Features          | Quantity | Monthly Fee |
|--|----------|-------------|
| Call Queue                             | 1        | £4          |
| Hunt Group                             | 1        | £4          |
| User license includes:                 |          |             |
| Extension Number                       | 1        |             |
| Geographical / Non Geographical Number | 1        | £2.50       |
| Voicemail                              | 1        |             |
| Trunks                                 | 2        |             |
| Call Recording                         |          |             |
| Per Licence**                          | 1        | £2.50       |
| Storage (1GB)                          | 1        |             |

\*Each Recorded extension, hunt group and call queue requires 1 license. E.g. If you choose to record 2 DDIs, 1 hunt group and 1 call queue you will require 4 licenses.

## VoIP Call Rates

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| UK Destinations            |             | Charges          |             |            |
|----------------------------|-------------|------------------|-------------|------------|
|                            |             | Pence Per Minute |             |            |
|                            |             | Peak***          | Off Peak*** | Weekend*** |
| UK Local                   |             | 1.15             | 0.19        | 0.17       |
| UK National                |             | 1.15             | 0.19        | 0.17       |
| Lo-call (0845)             |             | 3.52             | 3.52        | 3.52       |
| National Fixed (0870/0871) |             | 8.50             | 8.50        | 8.50       |
| UK Mobile                  | UK Orange   | 11.99            | 11.99       | 11.99      |
|                            | UK Vodafone | 11.99            | 11.99       | 11.99      |
|                            | UK T Mobile | 11.99            | 11.99       | 11.99      |
|                            | UK 02       | 11.99            | 11.99       | 11.99      |
|                            | UK H3G      | 20.18            | 20.18       | 20.18      |

\*\*\*Peak is defined as 08:00:00 to 17:59:59 Monday to Friday. Off peak is defined as 18:00:00 to 07:59:59 Monday to Friday. Weekend is defined as anytime outside of the peak or Off peak operating times. The charge band of the time a call starts applies to the duration of the call.

| International Destination | Charges | Pence Per Minute |
|---------------------------|---------|------------------|
| Australia                 |         | 1.20             |
| Austria                   |         | 1.69             |
| Belgium                   |         | 1.91             |
| Canada                    |         | 1.20             |
| China                     |         | 1.20             |
| Denmark                   |         | 1.32             |
| Egypt                     |         | 16.38            |
| Finland                   |         | 3.39             |
| France                    |         | 1.20             |
| Germany                   |         | 1.20             |
| Greece                    |         | 1.80             |
| Hong Kong                 |         | 2.19             |
| Iceland                   |         | 2.04             |
| India                     |         | 10.00            |
| Ireland                   |         | 1.20             |
| Italy                     |         | 1.44             |
| Japan                     |         | 2.69             |
| Netherlands               |         | 1.23             |
| New Zealand               |         | 2.00             |
| Norway                    |         | 1.46             |
| Pakistan                  |         | 10.00            |
| Philippines               |         | 14.87            |
| Poland                    |         | 1.89             |
| Portugal                  |         | 1.68             |
| Russia                    |         | 3.86             |
| Singapore                 |         | 0.95             |
| South Africa              |         | 5.00             |
| Spain                     |         | 1.20             |
| Sweden                    |         | 1.53             |
| Switzerland               |         | 2.00             |
| Taiwan                    |         | 1.50             |
| Thailand                  |         | 3.69             |
| Turkey                    |         | 6.89             |
| USA                       |         | 1.17             |