



Published Cloud Service Rates

Cloud Services refer to SIPStation, PBXact UCC and FAXStation services.

SIPStation Service Rates

High Volume Voice Trunks - Each trunk provides a single outbound or inbound call path for calling as defined in the SIPStation Terms of Service. Each High-Volume trunk cost is \$24.99 on a month to month basis and includes e911 for your Master DID on your account. Service plans for 12 months and 36 months are also available.

Concurrency Bursting Options - Each account that is enabled for bursting mode can exceed the concurrency limits as defined above on a per minute basis as outlined below. For sake of clarity if you purchased 5 High Volume Voice Trunks you would have the ability to make or receive up to 5 combined calls at a time. In the event you want to make or receive additional calls you can enable Concurrency Bursting as outlined below and pay a per minute charge for each call above the Concurrency limit as outlined below.

- Inbound/outbound calls, Lower 48 states, Hawaii and Canada: \$0.015 per minute

Softcap Bursting Option - Each account that is enabled for Softcap Bursting the user can exceed the softcap limit as defined in the SIPStation Terms of Service which by default is 3000 minutes per High Volume trunk and pay on a per minute basis for any calls that exceed the softcap during your billing cycle as defined below.

- Inbound/outbound calls, Lower 48 states, Hawaii and Canada: \$0.015 per minute

US Based DIDs for High Volume Trunks - Each US DID costs \$1.00 per month

Additional e911 Locations - Each account comes with e911 on your Master DID built into the cost of your first High Volume Voice trunk. Each additional e911 location that you would like to register with us carries a \$1.95 per month charge.

Toll Free Rates

\$1.50 Per Month per Toll Free Number.

\$0.024 Cents a minute for all inbound calls unless defined below in the **800/Toll Free Offshore Rates differently.**

800/Toll Free Offshore Rates: Inbound calls to Toll Free Numbers are rated at the quoted flat per minute rate or rate schedule with the exception of calls originating from the following locations:

- Alaska \$0.55
- Canada \$0.15
- CNMI \$0.40
- Guam \$0.25
- Hawaii \$0.10
- Puerto Rico \$0.28
- USVI \$0.28

411/Information/Directory Calling - \$1.75 per call.

Per Call Short Duration Charge: If 5% or more of Customer's completed calls are equal to or less than six (6) seconds in length during any billing cycle, then a per call charge of \$0.05 a call may be charged for each call 6 seconds or less.

Payphone Surcharges: FCC Fee for any Calls on a Toll-Free Number from a Payphone will incur a \$0.75 per call charge.

Number Porting Charges: Each Phone Number you request to be ported to us will carry a \$10.00 per number charge regardless if you cancel the port request up to 48 hours before the scheduled port date. If you cancel a port request within 48 hours of the port date a \$75.00 per number charge will be imposed and collected before we can cancel the port. Any number ported away from SIPStation can be charged up to \$5.00 per number and any number that has been held in the account for less than 30 days can be charged up to \$50 per number.

Service Reinstatement Fee: If your account is suspended for non-payment of recurring charges a Service Reinstatement Fee may be charged up to \$200.00 at our discretion.

Rejected Credit Card/Unpaid Check: \$40.00 (or legal limit);

Outbound T.38 Faxing: Outbound T.38 faxing is charged at a \$0.024 a minute for calls placed in the US.

Inbound or Outbound SMS: Each Outbound SMS will incur a \$0.01 per SMS charge to your account. Inbound SMS incur no charge.

International Calling: Charged on a per minute rate as outlined below for each rate center. Complete Current International Rate deck can be found here at <https://www.sangoma.com/legal>.

PBXact UCC Service Rates

Full Extension - Each Full Extension provides a single outbound or inbound call path for calling and a PBX extension as defined in the PBXact UCC Terms of Service. Each Full Extension cost is \$24.95 per month on a month to month basis and includes e911 for your Master DID on your account. Service plans for 12 months and 36 months are also available.

Lite Extension – Each Lite Extension provides a single PBX extension as defined in the PBXact UCC Terms of Service. Each Lite Extension cost is \$8.95 per month for month to month, 12 months or 36 months plans.

Equipment Rentals – for customers that rent Equipment such as, but not limited to, IP-phones from Sangoma under 12 months or 36 months plans, the models and monthly service rates can be found at the PBXact UCC online store and account management web site at <https://cloud.pbxact.com>.

Concurrency Bursting Options – Not supported with PBXact UCC

Softcap Bursting Option – Not supported with PBXact UCC

US Based DIDs - Each US DID costs \$1.00 per month

Additional e911 Locations - Each account comes with e911 on your Master DID built into the cost of your first High Volume Voice trunk. Each additional e911 location that you would like to register with us carries a \$1.95 per month charge.

Toll Free Rates

\$1.50 Per Month per Toll Free Number.

\$0.024 Cents a minute for all inbound calls unless defined below in the **800/Toll Free Offshore Rates differently.**

800/Toll Free Offshore Rates: Inbound calls to Toll Free Numbers are rated at the quoted flat per minute rate or rate schedule with the exception of calls originating from the following locations:

- Alaska \$0.55
- Canada \$0.15
- CNMI \$0.40
- Guam \$0.25
- Hawaii \$0.10
- Puerto Rico \$0.28
- USVI \$0.28

411/Information/Directory Calling - \$1.75 per call.

Per Call Short Duration Charge: If 5% or more of Customer's completed calls are equal to or less than six (6) seconds in length during any billing cycle, then a per call charge of \$0.05 a call may be charged for each call 6 seconds or less.

Payphone Surcharges: FCC Fee for any Calls on a Toll-Free Number from a Payphone will incur a \$0.75 per call charge.

Number Porting Charges: Each Phone Number you request to be ported to us will carry a \$10.00 per number charge regardless if you cancel the port request up to 48 hours before the scheduled port date. If you cancel a port request within 48 hours of the port date a \$75.00 per number charge will be imposed and collected before we can cancel the port. Any number ported away from SIPStation can be charged up to \$5.00 per number and any number that has been held in the account for less than 30 days can be charged up to \$50 per number.

Service Reinstatement Fee: If your account is suspended for non-payment of recurring charges a Service Reinstatement Fee may be charged up to \$200.00 at our discretion.

Rejected Credit Card/Unpaid Check: \$40.00 (or legal limit);

Outbound T38 Faxing: Not supported with PBXact UCC.

Inbound or Outbound SMS: Each Outbound SMS will incur a \$0.01 per SMS charge to your account. Inbound SMS incur no charge.

International Calling: Charged on a per minute rate as outlined below for each rate center. Complete Current International Rate deck can be found here at <https://www.sangoma.com/legal>. Pricing subject to change every 30 days.

[FAXStation Service Rates](#)

High Volume Fax Trunks - Each High-Volume Fax trunk provides a single outbound or inbound call path for faxing as defined in the SIPStation Terms of Service. Each High-Volume trunk cost is \$24.99 on a month to month basis and typically serves approximately 3000 pages per month.

Low-Volume Fax Trunks – Each Low-Volume Fax trunk provides a single outbound or inbound call path for faxing as defined in the SIPStation Terms of Service. Each Low-Volume Fax trunk cost is \$9.95 on a month to month basis and typically serves 150 pages per month.

Concurrency Bursting Options – Not applicable

Softcap Bursting Option - Each account that is enabled for Softcap Bursting the user can exceed the softcap limit as defined in the SIPStation Terms of Service. Overages are charged at \$0.05 per page.

US Based DIDs - Each US DID costs \$1.00 per month

Additional e911 Locations – E911 not supported on Fax Trunks

Toll Free Rates

\$1.50 Per Month per Toll Free Number.

\$0.024 Cents a minute for all inbound calls unless defined below in the **800/Toll Free Offshore Rates differently.**

800/Toll Free Offshore Rates – not supported

411/Information/Directory Calling – not supported

Per Call Short Duration Charge: If 5% or more of Customer's completed calls are equal to or less than six (6) seconds in length during any billing cycle, then a per call charge of \$0.05 a call may be charged for each call 6 seconds or less.

Payphone Surcharges: not applicable

Number Porting Charges: Each Phone Number you request to be ported to us will carry a \$10.00 per number charge regardless if you cancel the port request up to 48 hours before the scheduled port date. If you cancel a port request within 48 hours of the port date a \$75.00 per number charge will be imposed and collected before we can cancel the port. Any number ported away from SIPStation can be charged up to \$5.00 per number and any number that has been held in the account for less than 30 days can be charged up to \$50 per number.

Service Reinstatement Fee: If your account is suspended for non-payment of recurring charges a Service Reinstatement Fee may be charged up to \$200.00 at our discretion.

Rejected Credit Card/Unpaid Check: \$40.00 (or legal limit)

Outbound T38 Faxing: not supported

Inbound or Outbound SMS: not supported

International Calling: Not supported