



Published Price List - Effective 01/04/2023 (Last updated for E&OE on 26/09/2024)

PBXHSRV for 4PSA's VoipNow, THEVOIPEXP® Standard for PBXact, THEVOIPEXP® Standard for FreePBX, THEVOIPEXP® Premium for PBXact, THEVOIPEXP® Premium for FreePBX, THEVOIPEXP® Supreme for PBXact, THEVOIPEXP® Supreme for FreePBX, TELIPHONES® for PBXact, TELIPHONES® for FreePBX, DOMAINS™ for PBXact and FreePBX, Talk-Time for DOMAINS™, Mobile Inbound for DOMAINS™, Mobile Texts for DOMAINS™, Mobile Data for DOMAINS™, Sangoma® Phones, Openreach Lines, Talk-Time for Openreach Lines, BROADBAND, Compatible Equipment, and ANSWERING™.

Disclaimer: Any pricing provided by 20tele.com within this Published Price List - Effective 01/04/2023 (Last updated for E&OE on 26/09/2024), or in the form of a quote, or advertised on our website, or promoted through social media is subject to contract, site survey and for informational purposes only, and should not be relied upon for contractual purposes. Neither we, third party suppliers, nor content providers guarantee the accuracy or completeness of any quote, information, or other data displayed, nor shall any such party be liable in any way to the reader or to any other person, firm or corporation whatsoever for any delays, inaccuracies, errors in, or omission of any such information, or for any actions taken in reliance on its content, or for any damages howsoever arising by the withdrawal of or changes to our Published Price List - Effective 01/04/2023 (Last updated for E&OE on 26/09/2024). Up to date RRP and stock information can be viewed at <https://20tele.shop> and subject to inaccuracies and frequent changes without prior warning.

Direct Sales Document for End Users only. E&OE.

PBXHSRV for 4PSA's VoipNow		One-Off / Upfront	Monthly Charge	or	One-Off / Upfront	Annual Charge
PBXHSRV is a legacy Hosted PBX solution including Software, SIP Trunks, and Numbers. It is not compatible with THEVOIPEXP, DOMAINAINS, and/or TELIPHONES.						
Per-EXTENSION (Year 1)	Stop Sell	£ 15.00			N/A	N/A
Per-EXTENSION (Year 2)	Stop Sell	£ 15.00			N/A	N/A
Per-EXTENSION (Year 3)	Stop Sell	£ 15.00			N/A	N/A
Per-EXTENSION (Year 4)	Stop Sell	£ 15.00			N/A	N/A
Per-EXTENSION (Year 5 & Ongoing)	Stop Sell	£ 15.00			N/A	N/A
NUMBERING Reserved	Stop Sell	£ 2.00			N/A	N/A
NUMBERING Divert All	Stop Sell	£ 4.00			N/A	N/A
NUMBERING Premium	Stop Sell	£ 6.00			N/A	N/A
DDIs (Per-EXTENSION)	Stop Sell	£ 2.00			N/A	N/A
Porting of an 01, 02, 03 & 07 number in and out, porting rejections in and out, and ceases.	£ 15.00		N/A		N/A	N/A

THEVOIPEXP Standard for PBXact	One-Off /Upfront	Monthly Charge	or	One-Off /Upfront	Annual Charge
THEVOIPEXP Standard is designed for low-resource requirements. It is available as a standalone product or in combination with TELIPHONES & DOMAINTAINS.					
2x PBXact® 16 - Official Distro Installation					
<i>Existing FreePBX Deployments require Conversion Licenses</i>					
2x PBXact® Single User License with Softphone					
<i>Additional User Licenses with Softphones are £5/mo each</i>					
2x PBXact® Bronze POMP for Software Updates					
Primary PBX - 1 vCPU, 1GB RAM, 25GB NVMe					
<i>Interxion Data Centre in London - Shared vCPU</i>	N/A	£45.00		N/A	N/A
Failover PBX - 1 vCPU, 1GB RAM, 25GB NVMe					
<i>Equinix Data Centre in Manchester - Shared vCPU</i>					
PBX Monthly Bandwidth is capped at 2TB					
Native DDoS Mitigation for Primary PBX					
UK-Based Fixed Public IPv4 Addresses					
Remote Management & noVNC Consoles					
<i>Start/Stop/Reboot, Customise Reverse DNS, Snapshots & Backups at £0.25/mo per 25GB, Bandwidth Usage Graph.</i>					

THEVOIPEXP Standard for FreePBX	One-Off /Upfront	Monthly Charge	or	One-Off /Upfront	Annual Charge
THEVOIPEXP Standard is designed for low-resource requirements. It is available as a standalone product or in combination with TELIPHONES & DOMAINTAINS.					
2x FreePBX® 16 - Official Distro Installation					
2x FreePBX® SysAdmin Pro License					
2x FreePBX® Extension Routing License					
<i>Automatically Installed upon Activation</i>					
2x FreePBX® PBX MFA Module License					
2x FreePBX® 2 User Softphone Licenses					
2x FreePBX® Conference Pro License					
<i>Claim with Promo Codes at 20tele.shop</i>					
Primary PBX - 1 vCPU, 1GB RAM, 25GB NVMe <i>Interxion Data Centre in London - Shared vCPU</i>	N/A	£45.00		N/A	N/A
Failover PBX - 1 vCPU, 1GB RAM, 25GB NVMe <i>Equinix Data Centre in Manchester - Shared vCPU</i>					
PBX Monthly Bandwidth is capped at 2TB					
Native DDoS Mitigation for Primary PBX					
UK-Based Fixed Public IPv4 Addresses					
Remote Management & noVNC Consoles <i>Start/Stop/Reboot, Customise Reverse DNS, Snapshots & Backups at £0.25/mo per 25GB, Bandwidth Usage Graph.</i>					

THEVOIPEXP Premium for PBXact	One-Off /Upfront	Monthly Charge	or	One-Off /Upfront	Annual Charge
THEVOIPEXP Premium is designed for mid-resource requirements. It is available as a standalone product or in combination with TELIPHONES & DOMAINTAINS.					
2x PBXact® 16 - Official Distro Installation <i>Existing FreePBX Deployments require Conversion Licenses</i>	N/A	£65.00		N/A	N/A
2x PBXact® Single User License with Softphone <i>Additional User Licenses with Softphones are £5/mo each</i>					
2x PBXact® Bronze POMP for Software Updates					
Primary PBX - 1 vCPU, 2GB RAM, 50GB NVMe <i>Interxion Data Centre in London - Shared vCPU</i>					
Failover PBX - 1 vCPU, 2GB RAM, 50GB NVMe <i>Equinix Data Centre in Manchester - Shared vCPU</i>					
PBX Monthly Bandwidth is capped at 3TB					
Native DDoS Mitigation for Primary PBX					
UK-Based Fixed Public IPv4 Addresses					
Remote Management & noVNC Consoles <i>Start/Stop/Reboot, Customise Reverse DNS, Snapshots & Backups at £0.50/mo per 50GB, Bandwidth Usage Graph.</i>					

THEVOIPEXP Premium for FreePBX	One-Off /Upfront	Monthly Charge	or	One-Off /Upfront	Annual Charge
THEVOIPEXP Premium is designed for mid-resource requirements. It is available as a standalone product or in combination with TELIPHONES & DOMAINTAINS.					
2x FreePBX® 16 - Official Distro Installation					
2x FreePBX® SysAdmin Pro License					
2x FreePBX® Extension Routing License					
<i>Automatically Installed upon Activation</i>					
2x FreePBX® PBX MFA Module License					
2x FreePBX® 2 User Softphone Licenses					
2x FreePBX® Conference Pro License					
<i>Claim with Promo Codes at 20tele.shop</i>					
Primary PBX - 1 vCPU, 2GB RAM, 50GB NVMe <i>Interxion Data Centre in London - Shared vCPU</i>	N/A	£65.00		N/A	N/A
Failover PBX - 1 vCPU, 2GB RAM, 50GB NVMe <i>Equinix Data Centre in Manchester - Shared vCPU</i>					
PBX Monthly Bandwidth is capped at 3TB					
Native DDoS Mitigation for Primary PBX					
UK-Based Fixed Public IPv4 Addresses					
Remote Management & noVNC Consoles <i>Start/Stop/Reboot, Customise Reverse DNS, Snapshots & Backups at £0.50/mo per 50GB, Bandwidth Usage Graph.</i>					

THEVOIPEXP Supreme for PBXact	One-Off /Upfront	Monthly Charge	or	One-Off /Upfront	Annual Charge
THEVOIPEXP Supreme is designed for high-resource requirements. It is available as a standalone product or in combination with TELIPHONES & DOMAINTAINS.					
2x PBXact® 16 - Official Distro Installation <i>Existing FreePBX Deployments require Conversion Licenses</i>	N/A	£85.00		N/A	N/A
2x PBXact® Single User License with Softphone <i>Additional User Licenses with Softphones are £5/mo each</i>					
2x PBXact® Bronze POMP for Software Updates					
Primary PBX - 2 vCPU, 4GB RAM, 75GB NVMe <i>Interxion Data Centre in London - Dedicated vCPU</i>					
Failover PBX - 2 vCPU, 4GB RAM, 75GB NVMe <i>Equinix Data Centre in Manchester - Dedicated vCPU</i>					
PBX Monthly Bandwidth is capped at 5TB					
Native DDoS Mitigation for Primary PBX					
UK-Based Fixed Public IPv4 Addresses					
Remote Management & noVNC Consoles <i>Start/Stop/Reboot, Customise Reverse DNS, Snapshots & Backups at £0.75/mo per 75GB, Bandwidth Usage Graph.</i>					

THEVOIPEXP Supreme for FreePBX	One-Off /Upfront	Monthly Charge	or	One-Off /Upfront	Annual Charge
THEVOIPEXP Supreme is designed for high-resource requirements. It is available as a standalone product or in combination with TELIPHONES & DOMAINTAINS.					
2x FreePBX® 16 - Official Distro Installation					
2x FreePBX® SysAdmin Pro License					
2x FreePBX® Extension Routing License					
<i>Automatically Installed upon Activation</i>					
2x FreePBX® PBX MFA Module License					
2x FreePBX® 2 User Softphone Licenses					
2x FreePBX® Conference Pro License					
<i>Claim with Promo Codes at 20tele.shop</i>					
Primary PBX - 2 vCPU, 4GB RAM, 75GB NVMe <i>Interxion Data Centre in London - Dedicated vCPU</i>	N/A	£85.00		N/A	N/A
Failover PBX - 2 vCPU, 4GB RAM, 75GB NVMe <i>Equinix Data Centre in Manchester - Dedicated vCPU</i>					
PBX Monthly Bandwidth is capped at 5TB					
Native DDoS Mitigation for Primary PBX					
UK-Based Fixed Public IPv4 Addresses					
Remote Management & noVNC Consoles <i>Start/Stop/Reboot, Customise Reverse DNS, Snapshots & Backups at £0.75/mo per 75GB, Bandwidth Usage Graph.</i>					

TELIPHONES for PBXact	One-Off /Upfront	Monthly Charge	or	One-Off /Upfront	Annual Charge
TELIPHONES can be taken as a standalone product or in combination with THEVOIPEXP and/or DOMAINTAINS. It should not be considered optional in most cases.					
Per-ENDPOINT (Year 1)	N/A	N/A		N/A	£ 54.00
Per-ENDPOINT (Year 2)	N/A	N/A		N/A	£ 48.00
Per-ENDPOINT (Year 3)	N/A	N/A		N/A	£ 42.00
Per-ENDPOINT (Year 4)	N/A	N/A		N/A	£ 36.00
Per-ENDPOINT (Year 5 & Ongoing)	N/A	N/A		N/A	£ 30.00
TELIPHONES is non-refundable, non-transferable and charged for every ENDPOINT capable of SIP registration, whether active or not. Minimum of 3x ENDPOINTS.					
TELIPHONES will include the following support for cloud-based and on-premises PBXact® as standard, although not limited to, without any additional charges:					
Complete PBXact® Setup					
24/7 PBX Administration					
Replicate & Repair Faults					
Professional Voice Overs					
SIP Performance Monitor					
Robust Fraud Prevention					
PBXact® System Updates					
PBXact® Module Updates					
Weekly PBX Health Check					
Daily Backups & Restores					
Action a PBXSRV Failover					
Phone Provisioning (PnP)					

TELIPHONES for FreePBX	One-Off /Upfront	Monthly Charge	or	One-Off /Upfront	Annual Charge
TELIPHONES can be taken as a standalone product or in combination with THEVOIPEXP and/or DOMAINS. It should not be considered optional in most cases.					
Per-ENDPOINT (Year 1)	N/A	N/A		N/A	£ 108.00
Per-ENDPOINT (Year 2)	N/A	N/A		N/A	£ 96.00
Per-ENDPOINT (Year 3)	N/A	N/A		N/A	£ 84.00
Per-ENDPOINT (Year 4)	N/A	N/A		N/A	£ 72.00
Per-ENDPOINT (Year 5 & Ongoing)	N/A	N/A		N/A	£ 60.00
TELIPHONES is non-refundable, non-transferable and charged for every ENDPOINT capable of SIP registration, whether active or not. Minimum of 3x ENDPOINTS.					
TELIPHONES will include the following support for cloud-based and on-premises FreePBX® as standard, although not limited to, without any additional charges:					
Complete FreePBX® Setup					
24/7 PBX Administration					
Replicate & Repair Faults					
Professional Voice Overs					
SIP Performance Monitor					
Robust Fraud Prevention					
FreePBX® System Updates					
FreePBX® Module Updates					
Weekly PBX Health Check					
Daily Backups & Restores					
Action a PBXSRV Failover					
Phone Provisioning (PnP)					

DOMAINTAINS for PBXact and FreePBX	One-Off /Upfront	Monthly Charge	or	One-Off /Upfront	Annual Charge
DOMAINTAINS requires access to Call Data Records and cannot be taken as a standalone product. It must be purchased alongside TELIPHONES for PBXact/FreePBX.					
Domain, SSL, DNS Management Setup & Configuration of Email 01, 02, 03, 07 Inbound Numbers <i>Includes up to 10 numbers - Additional numbers are then chargeable at £1/mo per number</i> 99.99% Call Routing Uptime SLA <i>The customer must make us aware of an outage in excess of 5 minutes for full credit award</i> SIP Trunks with Fixed Call Rates Unrestricted Concurrent Calling Re-Registration to Failover PBX <i>Automated failovers apply to Sangoma S-Series Phones and Sangoma P-Series Phones only</i> 999/112 Database Compliance Amazon S3 Buckets and API Key Warm Spare PBX Configuration	£ 150.00	£15.00		N/A	N/A
Porting of an 01, 02, 03 & 07 number in and out, porting rejections in and out, and ceases.	£ 15.00	N/A		N/A	N/A

Talk-Time for DOMAINTAINS

Calls / Diverts to 01/2,03 & 07 are charged at 1p per minute - Let us know an 'Expected Usage' for the next month(s). Monthly Talk-Time in addition to 'Expected Usage' is billed monthly in arrears at 3p per minute as 'Unexpected Usage'.

Calls / Diverts to 0845 & 0870 are charged at 4p per minute - Let us know an 'Expected Usage' for the next month(s). Monthly Talk-Time in addition to 'Expected Usage' is billed monthly in arrears at 7p per minute as 'Unexpected Usage'.

Calls / Diverts to 0843 & 0844 are charged at 5p per minute - Let us know an 'Expected Usage' for the next month(s). Monthly Talk-Time in addition to 'Expected Usage' is billed monthly in arrears at 8p per minute as 'Unexpected Usage'.

Calls / Diverts to 0871 & 0872 are charged at 6p per minute - Let us know an 'Expected Usage' for the next month(s). Monthly Talk-Time in addition to 'Expected Usage' is billed monthly in arrears at 9p per minute as 'Unexpected Usage'.

Calls / Diverts to International, UK Other (e.g. 118118), Mobile Data, and SMS are billed at wholesale cost pass-through plus 20% and subject to price fluctuations.

Mobile Inbound for DOMAINTAINS

2p per minute billed monthly in arrears as 'Actual Usage'

Mobile Texts for DOMAINTAINS

4p per SMS billed monthly in arrears as 'Actual Usage'

Mobile Data for DOMAINTAINS

6p per MB billed monthly in arrears as 'Actual Usage'

Sangoma Phones	One-Off /Upfront	Monthly Charge	or	One-Off /Upfront	Annual Charge
P-Series P310, 2-Line SIP with HD Voice, 100Mb Ports (PoE), 2.4 Inch Colour Display	RRP	N/A		RRP	N/A
P-Series P315, 2-Line SIP with HD Voice, 1Gb Ports (PoE), 2.4 Inch Colour Display	RRP	N/A		RRP	N/A
P-Series P320, 4-Line, HD Voice, 1Gb Ports (PoE), 1 USB, 4.3" IPS Colour Display	RRP	N/A		RRP	N/A
P-Series P325, 6-Line, HD Voice, 1Gb Ports (PoE), 1 USB, BT, 4.3" IPS Colour Display	RRP	N/A		RRP	N/A
P-Series P330, 12-Line, HD Voice, 1Gb Ports (PoE), 2 USB, BT, WiFi, 4.3" IPS Colour Display	RRP	N/A		RRP	N/A
P-Series P370, 16-Line, HD Voice, 1Gb Ports (PoE), 2 USB, BT, WiFi, 7" Touch screen IPS Colour Display	RRP	N/A		RRP	N/A
P-Series Phone UK Power Supply	RRP	N/A		RRP	N/A
DB20 DECT Base	RRP	N/A		RRP	N/A
D10 DECT Handset	RRP	N/A		RRP	N/A
H10 DECT Monaural Headset - Includes UK Power Supply	RRP	N/A		RRP	N/A
H20 DECT Monaural Headset for Sangoma Desk Phones and PC - Includes UK Power Supply	RRP	N/A		RRP	N/A

Openreach Lines	One-Off /Upfront	Monthly Charge	or	One-Off /Upfront	Annual Charge
Analogue Line with 1471, Caller Display, "In 2 Days" Maintenance, and Smart Divert	Stop Sell	£ 18.00		Stop Sell	£ 150.00
Analogue Multi-Line with 1471, Caller Display, "In 2 Days" Maintenance, and Smart Divert	Stop Sell	£ 21.00		Stop Sell	£ 180.00
ISDN2e Channel with Number Presentation, Caller Display, "In 2 Days" Maintenance, and Smart Divert	Stop Sell	£ 24.00		Stop Sell	£ 210.00

Talk-Time for Openreach Lines

Calls / Diverts to 01/2,03 & 07 are charged at 1p per minute - Let us know an 'Expected Usage' for the next month(s). Monthly Talk-Time in addition to 'Expected Usage' is billed monthly in arrears at 3p per minute as 'Unexpected Usage'.

Calls / Diverts to 0845 & 0870 are charged at 4p per minute - Let us know an 'Expected Usage' for the next month(s). Monthly Talk-Time in addition to 'Expected Usage' is billed monthly in arrears at 7p per minute as 'Unexpected Usage'.

Calls / Diverts to 0843 & 0844 are charged at 5p per minute - Let us know an 'Expected Usage' for the next month(s). Monthly Talk-Time in addition to 'Expected Usage' is billed monthly in arrears at 8p per minute as 'Unexpected Usage'.

Calls / Diverts to 0871 & 0872 are charged at 6p per minute - Let us know an 'Expected Usage' for the next month(s). Monthly Talk-Time in addition to 'Expected Usage' is billed monthly in arrears at 9p per minute as 'Unexpected Usage'.

Calls / Diverts to International, UK Other (e.g. 118118), Mobile Data, and SMS are billed at wholesale cost pass-through plus 20% and subject to price fluctuations.

BROADBAND		One-Off /Upfront	Monthly Charge	or	One-Off /Upfront	Annual Charge
ADSL2+ (Up to 20Mbps/1Mbps) with Fixed Public IPv4 Address and Unlimited Data Usage	Stop Sell	£ 36.00			Stop Sell	£ 240.00
FTTC (Up to 40Mbps/2Mbps) with Fixed Public IPv4 Address and Unlimited Data Usage	Stop Sell	£ 54.00			Stop Sell	£ 420.00
FTTC (Up to 40Mbps/10Mbps) with Fixed Public IPv4 Address and Unlimited Data Usage	Stop Sell	£ 54.00			Stop Sell	£ 420.00
FTTC (Up to 80Mbps/20Mbps) with Fixed Public IPv4 Address and Unlimited Data Usage	Stop Sell	£ 54.00			Stop Sell	£ 420.00
G.Fast (Up to 330Mbps/50Mbps) with Fixed Public IPv4 Address and Unlimited Data Usage	Stop Sell	£ 84.00			Stop Sell	£ 720.00
SoGEA (Up to 80Mbps/20Mbps) with Fixed Public IPv4 Address and Unlimited Data Usage	£ 100.00	£ 60.00			£ 50.00	£ 480.00
SoGFast (Up to 160Mbps/30Mbps) with Fixed Public IPv4 Address and Unlimited Data Usage	£ 100.00	£ 63.00			£ 50.00	£ 510.00
SoGFast (Up to 330Mbps/50Mbps) with Fixed Public IPv4 Address and Unlimited Data Usage	£ 100.00	£ 75.00			£ 50.00	£ 630.00
FOTP (Up to 80Mbps/20Mbps) with Fixed Public IPv4 Address and Unlimited Data Usage	£ 100.00	£ 60.00			£ 50.00	£ 480.00
FOTP (Up to 330Mbps/50Mbps) with Fixed Public IPv4 Address and Unlimited Data Usage	£ 100.00	£ 66.00			£ 50.00	£ 540.00
FOTP (Up to 550Mbps/75Mbps) with Fixed Public IPv4 Address and Unlimited Data Usage	£ 100.00	£ 69.00			£ 50.00	£ 570.00
FOTP (Up to 1000Mbps/115Mbps) with Fixed Public IPv4 Address and Unlimited Data Usage	£ 100.00	£ 72.00			£ 50.00	£ 600.00
Compatible Equipment		One-Off /Upfront	Monthly Charge	or	One-Off /Upfront	Annual Charge
TP-Link Archer VR400 WiFi 5 Modem Router (1167Mbps AC)	RRP	N/A			RRP	N/A
TP-Link Archer VR600 WiFi 5 Modem Router (1600Mbps AC)	RRP	N/A			RRP	N/A
TP-Link Archer AX10 WiFi 6 Router (1501Mbps AX)	RRP	N/A			RRP	N/A
TP-Link Archer AX20 WiFi 6 Router (1775Mbps AX)	RRP	N/A			RRP	N/A

ANSWERPING	One-Off /Upfront	Monthly Charge	or	One-Off /Upfront	Annual Charge
Calls are routed to our in-house receptionists, who will answer promptly in a "natural and effortless" style on your behalf, using visual and audio prompts to identify the caller and then send you a Text (SMS) & Email Alert.	N/A	£ 6.00		N/A	£ 60.00
1x Text (SMS) & Unlimited Email Alerts are charged at £1 per combined submission					
<p>ANSWERPING is available Monday to Friday (9am-6pm) except 25-30 days each year, which includes 'Public Bank Holidays' in England, Wales, Scotland, and other specified dates:</p> <p>Friday 7th April 2023, Monday 10th April 2023, Friday 28th April 2023, Monday 1st May 2023, Friday 5th May 2023, Monday 8th May 2023, Friday 26th May 2023, Monday 29th May 2023, Friday 4th August 2023, Monday 7th August 2023, Friday 25th August 2023, Monday 28th August 2023, Thursday 14th September 2023, Friday 24th November 2023, Monday 27th November 2023, Monday 18th December 2023, Tuesday 19th December 2023, Wednesday 20th December 2023, Thursday 21st December 2023, Friday 22nd December 2023, Monday 25th December 2023, Tuesday 26th December 2023, Wednesday 27th December 2023, Thursday 28th December 2023, Friday 29th December 2023, Monday 1st January 2024, Tuesday 2nd January 2024, Wednesday 3rd January 2024, Friday 29th March 2024, Monday 1st April 2024, Friday 3rd May 2024, Monday 6th May 2024, Friday 24th May 2024, Monday 27th May 2024, Friday 2nd August 2024, Monday 5th August 2024, Friday 23rd August 2024, Monday 26th August 2024, Friday 29th November 2024, Monday 2nd December 2024, Wednesday 18th December 2024, Thursday 19th December 2024, Friday 20th December 2024, Monday 23rd December 2024, Tuesday 24th December 2024, Wednesday 25th December 2024, Thursday 26th December 2024, Friday 27th December 2024, Monday 30th December 2024, Tuesday 31st December 2024, Wednesday 1st January 2025, Thursday 2nd January 2025, Friday 3rd January 2025.</p>					

UK Registered Charities receive a continuous 20% discount, excluding Compatible Equipment and PBXact® and FreePBX® Licenses whereby the current RRP applies.

Pricing quoted today may change annually from 1st April each year but any increases will not apply 'mid-term' to any of our products and services, nor exceed the Consumer Price Index (CPI) rate of inflation plus 3.9%. A minimum of 30 days' notice will be provided by email to the primary account holder and published on our Support Portal's Knowledgebase. Current pricing for existing products and services will not change during an active billing period, be it monthly or annual. No price changes are planned to come into effect on 1st April 2025, with the exception and introduction of a simple monthly charge for Billing & Technical Support from 1st November 2024:

Restricted Access: £0

Support Portal Tickets for Critical / Loss of Service, due to Major Network Outages only, and general Billing queries.

Full Access: £7.50/mo

24 hour Phone and Email, up to 360 days a year, and SLA (Service Level Agreement) with prioritised response times.

Full Access doesn't just mean generic company-wide phone and email: 03334567820 and support@20tele.com. We are committed to providing you with continued access to DDIs, personal mobile numbers including personal WhatsApp, and direct email addresses for Kieran Byrne, MD [Product] & Sam Knowles, MD [Service].

The telephone number you call from, when dialling 03334567820, will be routed as a priority caller with instant Full Access to Billing & Technical Support and updated each time, whatever your Caller ID. If you've called us before from that Caller ID and we then get it wrong, you'll be refunded. If you've emailed and not had a response within an hour, 24/7, you'll also be refunded.

03334567820 is sent to voicemail when ANSWERPING, our call answering service, is suspended. This is usually from 18:00 on the Thursday to 09:00 on the Tuesday of a Bank Holiday weekend in England, Wales, and Scotland. ANSWERPING is also suspended for 10 working days over the festive period, and a couple of specified dates throughout the year that are reserved for training, certification, or partner days. Restricted Access applies to all customers for 5 working days around Christmas Day and New Year's Day.