

In – Life Price Change Notifications

Dear Customer

We reluctantly give notice of price increases resulting from the continued inflationary pressures that are impacting our supply costs. We have focused hard to minimise price increases on current/core and next-generation products.

We understand that no price increase is ever welcome, especially in the current climate, please be assured that we have no option but to pass these on. Therefore, we give notice below of upcoming price rises, and also detail the most recent previous changes.

1st May 2025

Wildix License increase applying to:

- Wildix Subscription Licenses 65p increase. Most Premium Licenses excluded.

Reason for change: Wildix have increased their license costs, and call costs have increased for inclusive bundles. Increase will be deferred for services contracted in the previous six months.

Mobile increase applying to:

- O2 Connections – 6.4% (CPI plus 3.9%)
- Vodafone Connections – 6.4% (CPI plus 3.9%)

Reason for change: Supplier price increases as widely reported in the press.

Leased Line increase applying to:

- Ethernet DIA Leased Lines – 6.4% (CPI plus 3.9%)

Reason for change: Armstrong Bell absorbed Leased Line price increases in 2024, but must now pass on the 2025 supplier increases.

1st April 2025

Network Services Price Rise Applying to:

- ISDN Lines – Channel rental will increase to £29.99. Associated charges, e.g. DDIs, will increase by 20%

Reason for change: BT's prices increasing and the market pressing businesses and consumers to move to SIP and VoIP.

1st April 2024

Wildix License increase applying to:

- All Wildix Subscription Licenses 35p increase.

Reason for change: Wildix have increased their license costs. Increase deferred for customers with new services contracted in the previous six months.

Venture License increase applying to:

- All Venture Subscription Licenses £1 increase.
- Unlimited Call Recording £5 increase.

Reason for change: We absorbed supplier price increases in 2023. Unfortunately, we now have to pass these on.

SIP Trunk increase applying to:

- All SIP Trunks increase to £13.75

Reason for change: Supplier price increases. Note that all SIP trunks include a Free Calls Allowance.

Traditional Telephone Lines increase applying to:

- ISDN Channels to £24.99
- PSTN Analogue Lines to £18.99

Reason for change: As we approach the BT PSTN Switch Off, our cost to provide and support these services is increasing.

Mobile increase Applying to:

- O2 Connections – 7.9%
- Vodafone Connections – 7.9%

Reason for change: Supplier price increases as widely reported in the press.