Business Services

Price Guide

01

Cloud PBX

Hosted business telephony with flexible licensing, business numbers and optional services.

02

Business SIMs

Business mobile plans with flexible contract terms and data allowances.

03

Pocket Office SIMs

Your office landline on a mobile, with full PBX features.

PRICES CORRECT AS OF
16 September 2026 at 07:44

PRICING BASIS
All prices exclude VAT

CONTRACT TERMS
30 day, 12 & 24 month

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tisa.one/business
TALK TO US

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About this guide

This guide sets out standard list pricing for TISA business communications services, covering hosted telephony and mobile. Charges are shown in pounds sterling and exclude VAT. Volume pricing and bespoke commercial terms are available for multi site deployments and larger estates.

Monthly charges

Recurring charges for the service itself, billed monthly in advance for the minimum term.

One off charges

Charged once, on order or on completion. Activation, porting, equipment, service changes and engineering.

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01 Cloud PBX

Hosted business telephony with flexible licensing, business numbers and optional services.

Included with every Cloud PBX licence

- ✓ Active Encryption
- ✓ Announcements
- ✓ Call Forward
- ✓ Call Parking
- ✓ Call Pickup
- ✓ Calling Card PINs
- ✓ Custom Prompts
- ✓ IVRs
- ✓ Ring Groups
- ✓ Time Based Routing
- ✓ UK Emergency Service Access
- ✓ Voicemail
- ✓ Voicemail to Email

Selected AI powered features are usage based and charged according to consumption.

MONTHLY CHARGES — Billed monthly in advance for the minimum term

Extension licences

Charged per extension, per month. PAYG licences exclude call charges, which are billed on usage.

CONTRACT TERM	PAYG LICENCE PER EXTENSION / MONTH	UNLIMITED UK CALLS PER EXTENSION / MONTH
30 day	**£6.40**	**£12.80**
12 month	**£4.50**	**£9.00**
24 month	**£4.20**	**£8.50**

Business numbers

Charged per telephone number, per month.

NUMBER TYPE	MONTHLY RENTAL
UK Geographic Inbound Number	**£3.30**
UK 03xx NonGeographic Inbound Number	**£3.30**
UK 08xx Freephone Inbound Number	**£11.30**
International Inbound Number	**£23.00**

SIP trunks

Charged per SIP trunk bundle, per month. Unlimited UK calls are included with every bundle.

BUNDLE	MONTHLY RENTAL
SIP Trunk (2 Channels) + UK	**£9.00**
SIP Trunk (5 Channels) + UK	**£17.00**

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BUNDLE	MONTHLY RENTAL
SIP Trunk (10 Channels) + UK	**£34.10**
SIP Trunk (30 Channels) + UK	**£113.80**

Call recording

1 GB of storage is included at no charge. Tiers below are charged per month.

STORAGE	MONTHLY CHARGE
1 GB	**Included**
Recording Storage - Bronze (10GB)	**£5.30**
Recording Storage - Silver (30GB)	**£10.60**
Recording Storage - Gold (100GB)	**£26.70**
Recording Storage - Platinum (500GB)	**£106.90**

Optional features

Charged per month unless shown as a one off.

FEATURE	MONTHLY	ONE OFF
Click-to-Call Widget - Starter	**£5.30**	-
Click-to-Call Widget - Plus	**£8.50**	-
Click-to-Call Widget - Pro	**£12.80**	-
Click-to-Call Widget - Business	**£21.30**	-

Bundles

Charged per bundle, per month, for the minimum term selected.

BUNDLE	TERM	MONTHLY	ACTIVATION
FLEX	12 month	**£9.60**	-
FLEX	24 month	**£7.40**	-
MAX	12 month	**£14.90**	-
MAX	24 month	**£10.60**	-
Unlimited UK Forwarding Bundle	12 month	**£9.00**	**£10.64**
Unlimited UK Forwarding Bundle	24 month	**£8.00**	**£10.64**
Unlimited UK Forwarding Bundle	30 day	**£10.00**	**£10.64**

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ONE OFF CHARGES

Charged once, on order or on completion

Activation, per extension

Charged once on each new extension.

CONTRACT TERM	ACTIVATION
30 day	**£15.00**
12 month	**£10.64**
24 month	**£10.64**

Activation, per number

Charged once on each new number.

NUMBER TYPE	ACTIVATION
UK Geographic Inbound Number	**£10.64**
UK 03xx NonGeographic Inbound Number	**£10.64**
UK 08xx Freephone Inbound Number	**£10.64**
International Inbound Number	**£50.00**

Number porting

Charged once, per porting request. Outbound porting is charged per line: a multi line port is the single line charge multiplied by the number of lines ported.

SERVICE	ONE OFF CHARGE
UK Number Porting - Inbound - Single Line	**£10.65**
UK Number Porting - Outbound	**£21.30**
UK Number Porting - Inbound - Multi Line	**£31.95**

CRM integration

Two hours of custom CRM integration are included with every account. The charge below applies to additional hours beyond that, billed in minimum one hour increments.

SERVICE	PER HOUR
Custom CRM Integration, Additional Hour	**£180.00**

Customer support

Charged per hour, billed in minimum one hour increments.

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SERVICE	PER HOUR
Custom Development, Per Hour	**£90.00**
Remote Customer Support	**£201.28**
Onsite Customer Support	**£479.25**

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02 Business SIMs

Business mobile plans with flexible contract terms and data allowances.

MONTHLY CHARGES Billed monthly in advance for the minimum term

Plan pricing

Charged per SIM, per month, by minimum contract term. No activation or other one off charges apply.

PLAN	12 MONTH	24 MONTH &MIDDOT; BEST VALUE
Voice and SMS	**£5.30**	**£4.70**
1GB	**£8.00**	**£7.10**
3GB	**£8.90**	**£8.00**
10GB	**£10.60**	**£9.70**
30 GB	**£13.30**	**£12.40**
100 GB	**£17.80**	**£16.90**
Unlimited	**£24.00**	**£22.80**

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03 Pocket Office SIMs

Your office landline on a mobile, with full PBX features.

MONTHLY CHARGES Billed monthly in advance for the minimum term

Plan pricing

Charged per SIM, per month, by minimum contract term.

PLAN	12 MONTH	24 MONTH &MIDDOT; BEST VALUE
Voice and SMS	**£10.10**	**£8.50**
1GB	**£12.80**	**£10.60**
3GB	**£13.80**	**£11.70**
10GB	**£16.50**	**£13.80**
30 GB	**£20.80**	**£17.00**
100 GB	**£26.70**	**£22.40**

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04 Broadband

Charges

SERVICE	MONTHLY	ONE OFF
Broadband Static IP (1 address)	**£1.99**	-
Broadband Elevated Throughput	**£7.99**	-
Broadband Static IP (2 addresses)	**£9.00**	-
Broadband Enhanced Care	**£14.99**	-
Broadband Replacement Router Delivery	-	**£14.99**
Broadband Static IP (6 addresses)	**£15.00**	-
Broadband Speed Change	-	**£19.99**
Broadband Prompt Care	**£24.99**	-
Broadband Order Amendment	-	**£29.99**
Business Fibre 80 (24 month)	**£49.99**	**£149.99**
Broadband Cease	-	**£54.99**
Broadband Install Uplift, Premium	-	**£54.99**
Business Fibre 330 (24 month)	**£59.99**	**£149.99**
Business Fibre 1000 (24 month)	**£69.99**	**£149.99**
Broadband Replacement Router	-	**£79.99**
Broadband Order Cancellation	-	**£99.99**
Broadband Abortive Visit	-	**£119.99**
Broadband Missed Appointment	-	**£119.99**
Broadband Engineer, Additional Hour	-	**£144.99**
Broadband Installation (full fibre)	-	**£150.00**
Broadband Installation (fibre to cabinet)	-	**£150.00**
Broadband Priority Install	-	**£199.99**
Broadband Socket Relocation	-	**£214.99**
Broadband Engineer Visit	-	**£224.99**

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SERVICE	MONTHLY	ONE OFF
Broadband Fault Investigation (SFI2)	-	**£224.99**
Broadband Superfast Visit Assure	-	**£264.99**
Broadband Install Uplift, Advanced	-	**£279.99**

Included at no charge

✓ Broadband Migration

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05 Terms and conditions

General terms apply to every service. Service specific terms follow.

General

1. All prices are shown in pounds sterling and exclude VAT.
2. Prices are those current at the time this guide was generated and may change. Notice of any change is given in accordance with your service agreement.
3. This guide is provided for information. It is not an offer or a contract. Pricing is confirmed in writing at the point of order.
4. Services are subject to availability, to survey where one is required, and to our acceptance of your order.
5. Monthly charges are billed in advance. One off charges are billed on order or on completion, as indicated against each charge. Where a service starts or ends part way through a billing period, charges are applied in accordance with your service agreement.
6. Minimum contract terms apply as selected at the point of order. A 30 day term runs on a rolling monthly basis.
7. If a service is terminated before the end of its minimum term, early termination charges may apply, up to the balance of the remaining monthly charges for that term.
8. Usage based charges are billed monthly in arrears at the rates in the tariff current at the time of use.
9. Volume pricing and bespoke commercial terms are available for larger estates and multi site deployments.

Cloud PBX

10. Licence charges apply per extension, per month. Activation is a one off charge per extension.
11. PAYG licences do not include call charges. Calls are billed on usage.
12. Unlimited UK calls licences include calls to UK landline and UK mobile numbers, subject to reasonable use. Calls to other number types are chargeable.
13. Selected AI powered features are usage based and are charged according to consumption.
14. Number rental applies per telephone number, per month. Activation is a one off charge per number.
15. Unlimited UK calls are included with every SIP trunk bundle.
16. 1 GB of call recording storage is included at no charge. Additional storage is charged monthly at the tier selected. Tiers may be changed, and the revised charge applies from the next billing period.
17. Inbound number porting is charged per porting request. Outbound porting is charged per line: a port of several lines is charged at the single line rate multiplied by the number of lines.
18. Two hours of custom CRM integration are included. Additional hours are charged at the published hourly rate, billed in minimum one hour increments.
19. Customer support visits and remote support engagements are charged per hour, billed in minimum one hour increments.

Business Broadband

20. Monthly charges apply per connection.
21. One standard installation charge applies to every new connection. Where the premises requires a premium or advanced installation, that charge is added to the standard charge rather than replacing it. The type is set by the classification of the premises and the cabling work required, and is confirmed before any work begins.
22. Excess construction charges may apply where non standard installation or civil engineering work is needed. These are quoted separately and require your approval before work proceeds.
23. Additional network operator charges may apply and will be shown separately on your invoice.
24. Speeds shown are the access line profile. Actual throughput depends on line capability, internal wiring and network

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availability. A minimum guaranteed access line speed is confirmed at the point of order.

25. Standard care is included with every connection. Enhanced and prompt care are optional and charged monthly. Target response and repair times are set out in the service schedule.
26. Engineering charges apply where an appointment is missed, a visit is aborted, or chargeable work is carried out at your request or because of your own equipment or internal wiring.
27. Order amendment and cancellation charges apply where an order is changed or cancelled after the point at which it can no longer be stopped. A cease charge applies when a connection is terminated.

Business SIMs

28. Charges apply per SIM, per month, and data allowances are monthly. No activation or other one off charges apply to business SIMs.
29. Unlimited plans are subject to the fair use policy set out in your service agreement.
30. EU roaming is included, subject to the plan selected. The roaming data allowance is 25 per cent of the monthly data allowance on the plan.
31. Usage outside the plan allowance is chargeable.

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06 Contact

Speak to the TISA business team about pricing, provisioning and migration.

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WEBSITE
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Next steps

Request a tailored quotation, arrange a site survey, or ask about volume pricing for multi site estates.

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