



S O N E T E L P R I C E L I S T

JUNE 2021

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OVERVIEW

PLANS	FREE	PREMIUM	ENTERPRISE	ENTERPRISE+
PER MONTH & USER	\$0	\$11.95	\$11.95	\$11.95
PER MONTH & COMPANY	-	-	\$195	\$795
FREE CREDIT FOR CALLS	x	✓	✓	✓
DISCOUNT ON CALLS	x	✓	✓	✓
DISCOUNT ON NUMBERS	x	x	✓	✓
FREE NUMBER FOR WEBSITE	✓	✓	✓	✓
FREE NUMBER PER USER	x	✓	✓	✓
LIVE CHAT FOR WEBSITE	✓	✓	✓	✓
FACEBOOK PAGE-TO-TEAM	✓	✓	✓	✓
TWITTER DM-TO-TEAM	x	✓	✓	✓
TEAM COMMUNICATION	✓	✓	✓	✓
SLA	x	x	✓	✓
ADVANCED SUPPORT	x	x	✓	✓
ACCOUNT MANAGER	x	x	✓	✓
UNLIMITED FILE STORAGE	x	✓	✓	✓

OVERVIEW

PHONE NUMBERS	STANDARD	WITH BUSINESS PACKAGE
PER MONTH & NUMBER	\$1.79	\$1.79
BUSINESS PACKAGE	-	\$4.99
FREE CREDIT FOR CALLS	x	✓
DISCOUNT ON CALLS	x	✓
RECEIVE CALLS	✓	✓
FORWARD CALLS	✓	✓
MAKE CALLS	✓	✓
SHOW NUMBER (CLI)	x	✓
INCOMING SMS TO EMAIL	✓	✓
CALL RECORDING	x	✓
VOICE RESPONSE	x	✓

PLAN DETAILS

PRICE PER MONTH

	FREE	PREMIUM	ENTERPRISE	ENTERPRISE+
PER USER Cost per month with annual subscription. \$13.95 with monthly.	\$0	\$11.95	\$11.95	\$11.95
PER COMPANY Charged monthly.	\$0	\$0	\$195	\$795

TELEPHONY

	FREE	PREMIUM	ENTERPRISE	ENTERPRISE+
FREE CREDIT Per user and month for calls and messages. Usage charges are deducted based on standard rates.	\$0	\$30	\$30	\$30
DISCOUNT ON CALLS Discount on calls you make and call forwarding beyond the free credit.	X	40%	40%	40%
FREE NUMBER FOR WEBSITE Requires that you also use the free Sonetel chat widget at your website. Subject to some limitations.	✓	✓	✓	✓
FREE NUMBER PER USER Includes Business Package features - but no additional free credit.	X	✓	✓	✓
DISCOUNT ON ADDITIONAL NUMBERS Discounts are applied to numbers subscribed after activating the Enterprise plan.	X	X	\$1 Per number and month	\$1 Per number and month

PLAN DETAILS

FOR YOUR CUSTOMER SERVICE

	FREE	PREMIUM	ENTERPRISE	ENTERPRISE+
LIVE CHAT A free customer chat widget for your website	✓	✓	✓	✓
CAPTURE LEADS Get email addresses from website visitors	✓	✓	✓	✓
FACEBOOK Connect your Facebook page to a Team inbox	✓	✓	✓	✓
TWITTER DM Connect your Twitter account to a Team inbox. 1 Twitter account per company can be connected for free in paid plans. Additional Twitter accounts cost \$25/month.	\$25 Per month	✓	✓	✓
SUGGESTED ANSWERS Suggested to your team members while answering customer questions. Saves 20% of work time or more.	✓	✓	✓	✓
CHAT HISTORY Access to historical customer chat conversations.	6 months	Forever	Forever	Forever

PLAN DETAILS

TEAM COMMUNICATION	FREE	PREMIUM	ENTERPRISE	ENTERPRISE+
TEAM CHAT Group chat and one-to-one chat.	✓	✓	✓	✓
INTERNAL CALLS On-net calls between Sonetel users.	✓	✓	✓	✓
AUDIO CONFERENCING With local dial in numbers worldwide	✓	✓	✓	✓
CHAT HISTORY Access to historical team chat.	Forever	Forever	Forever	Forever
OTHER FEATURES				
UNLIMITED USERS Users can be invited to the Sonetel app to use functions for chat, calls etc.	✓	✓	✓	✓
SERVICE LEVEL AVAILABILITY GUARANTEE (SLA) A portion of service fees are refunded if we fail to meet the SLA.	X	X	99.99%	99.99%
FREE STORAGE Of files posted in conversations, call recordings etc Excess storage costs \$1 per month and GB.	2 GB Per company	100 GB Per User	100 GB Per User	100 GB Per User

PLAN DETAILS

SONETEL SUPPORT	FREE	PREMIUM	ENTERPRISE	ENTERPRISE+
EMAIL SUPPORT Email us at support@sonetel.com	✓	✓	✓	✓
TELEPHONE SUPPORT	X	X	✓	✓
RESPONSE TIME P1 issues disrupting service usage.	X	1 DAY Business days	1 HOUR Business hours	1 HOUR 24/7
RESPONSE TIME Other issues of less urgent nature.	X	3 DAYS Business days	3 HOURS Business hours	1 HOUR Business hours
DEDICATED ACCOUNT MANAGER	X	X	✓	✓
DEVELOPER SUPPORT ON SONETEL API	3 DAYS After sign-up	5 DAYS After sign-up	✓	✓
ADVANCED TELEPHONY SUPPORT (SIP)	1 HOUR FREE \$35/additional hour	1 HOUR FREE \$35/additional hour	✓	✓

PHONE NUMBER DETAILS

PRICE PER MONTH

STANDARD

WITH BUSINESS PACKAGE

PHONE NUMBERS, FROM

\$1.79

\$1.79

With Enterprise plan or discounts, prices start at \$0.79 per month - or lower.

BUSINESS PACKAGE

-

\$4.99

Provides additional features and free call credits.

FREE CREDITS

STANDARD

WITH BUSINESS PACKAGE

FREE CREDITS

-

\$10.00

For calls and messages each month. Call charges are deducted based on standard rates.

FEATURES

STANDARD

WITH BUSINESS PACKAGE

RECEIVE CALLS

Free

Free

Geographical numbers, national numbers and mobile numbers.

RECEIVE CALLS ON TOLL FREE & SPECIAL RATE NUMBERS

See rates

Included or 20% discount

Call minutes are paid with free credits. Surplus usage is discounted.

FORWARD CALLS

See rates

Included or 20% discount

Call minutes are paid with free credits. Surplus usage is discounted.

Premium or Enterprise customers get 40% discount regardless of if they have Business package or not.

PHONE NUMBER DETAILS

MAKE CALLS

Calls are paid with free credits.
Surplus usage is discounted.

Premium or Enterprise customers
get 40% discount regardless of if they
have Business package or not.

See rates

Included or
20% discount

SHOW NUMBER (CLI)

The person you call sees your
number. Requires additional identity
verification.

X

✓

INCOMING SMS TO EMAIL

When supported by number.
\$0.01 per SMS received.
Paid with free credits when available.

✓

✓

CALL RECORDING

\$0.01 per recording.
Paid with free credits when available.

X

✓

VOICE RESPONSE

\$0.01 per instance.
Paid with free credits when available.

X

✓

SIP TRUNKING

Connect incoming calls across the Internet to your own VoIP-equipment.
Charges are in addition to phone number and plan charges.

OPTIONAL PRICING MODELS

PRICE

PER MINUTE PRICING (DEFAULT)

\$0.01

Includes up to 60 channels for handling simultaneous incoming calls.

Per minute fees cannot be paid with free credits included with plans.

PER CHANNEL PRICING

\$12.50

Per month and channel for desired max parallel incoming calls.

Channels are sold in bundles of 5.

Your channel capacity is shared by all your phone numbers.

Capacity for some countries including Colombia, Ecuador, Kenya, Nicaragua, Thailand, Uganda and Venezuela costs \$25 per channel and can be purchased separately.,

PROFESSIONAL SERVICES

SERVICE

PRICE PER STARTED HOUR

PROFESSIONAL SERVICE

\$35

Work done by us, outside of what is included in your plan.
Only work that is pre-approved by you will be charged.

Professional Services Work include, but is not limited to:

- Configuration assistance
- API support
- Advanced telephony support (SIP)
- Integrations with 3rd party systems
- Custom AI-setup for suggested answers
- Product feature implementations

VOLUME DISCOUNT


MONTHLY SERVICE CHARGES

DISCOUNT

SPENDING LEVELS FOR VOLUME DISCOUNT

Excludes calls that already have a discount of 40% or more - and SIP-channels.

>\$1,000	5%
>\$5,000	10%
>\$10,000	15%
>\$20,000	20%



This price list is valid from June 1st 2021.
Prices apply to phone numbers purchased at or after this date.
Sonetel reserves the right to update the price list at any time.

Prices are stated excluding VAT and other taxes.

By using any of the Sonetel services,
you agree to the Terms and Conditions as presented at
Sonetel's website from time to time.