

Schedule of Administrative Charges

This document outlines potential administrative charges that may apply to My Business Number self-serve prepaid communication services for all end users. These charges are deducted from your prepaid credit balance.

Service Description	Charge	Notes
Account Reactivation	£15	Per account, includes reconnection of all numbers associated with account
Telephone Number activation	£10	Per number
Manual Number Change	£10	Per number
Data Archival Retrieval	Varies	Fee for retrieving archived data (if applicable) Please contact our team for pricing
Porting a Number	Varies	Please contact our team for the most up-to-date pricing, as porting fees are subject to regular updates and industry guidelines
Handling of Incorrect Porting Information	£30	Per number. This fee covers the administrative effort involved in addressing and resubmitting porting requests due to errors in the information you provided.
Account Transfer Fee	£20	Per account. This fee covers the administrative process of transferring ownership of the prepaid account to a new individual or entity.
Merging accounts	£20	Per account being merged (applied to the primary account)
Moving Number to a Different Account	£15	Per number. This fee covers the administrative and technical steps required to move a phone number from one prepaid account to another within our system.
Refund processing fee	£5	Per processed refund request
Premium Support	Varies	Fee based on the complexity and time required; Help setting up a VoIP device - £10 per device Assistance with a PBX - £30 per 30 mins Set up an ATA box - £10 per device Assistance with navigating a local network - £30 per hour

Important Information:

All charges are deducted from your available prepaid credit. Please ensure you have sufficient balance to cover any requested administrative services.

We will always inform you if an administrative charge will apply to your request before processing it. You will have the option to decide whether or not to proceed.

These charges are separate from your regular usage-based charges for calls, texts, and data.

We reserve the right to amend these charges. The most up-to-date version will always be available on our website at www.numberpeople.co.uk

If you have any questions regarding these administrative charges, please refer to our FAQs or contact our customer support team:

- Website: <https://support.mybusinessnumber.co.uk>

This schedule is effective from 1st October 2025