
SURCHARGING ON CALLS TO UK AND IRISH NETWORKS

Background

Historically in the UK and Ireland, charges to fixed line and mobile numbers were capped at a price set by the regulators for many years. This was changed in 2022, where both of the regulators in these countries determined (in line with many other international regulators) that networks could charge a surcharge to the agreed termination rate for calls from countries that make a higher than normal charge to call their own networks.

These surcharges are charged to all carriers directly connecting to these networks on calls to the UK and Ireland from overseas destinations.

How we identify which calls have a surcharge

Surcharge pricing is effective on all wholesale tariffs.

We use the Network CLI to determine if a surcharge is applicable. If a caller sends more than one calling party number with the call (for example an additional presentation number or diversion number) it will be ignored for this purpose.

If the Network CLI determines that a surcharge is applicable, surcharges apply to calls made **to** some UK and Irish mobiles providers and UK geographic, 03, 08, 09 ranges.

As part of this, calls with origination numbers that are missing/malformed/invalid/unreadable will be surcharged at the maximum rate applied by that network. Details of the exact charges are shown in the rate files. For the avoidance of doubt, in most cases a number must be dialable on the public telephone network to be classed as valid. *Please note that the UK range 08979, used to replace network CLI in some cases, is being classed as 'invalid' and a surcharge will be applied.*

The Network CLI should be provided in the PAID header for SIP calls, please refer to our Line Identity Agreement for full details on CLI usage <https://www.magrathea-telecom.co.uk/wp-content/uploads/2018/09/LI-Agreement-1.pdf> . We can accept 00 and + formats for Network CLI.

If a number has been ported between networks we use the range-holder network to determine if the call is surcharged.

How you can limit your exposure to large surcharges

By default, all accounts will reject any call where the surcharge is higher than 5ppm, where this happens you will receive a '503' SIP response so you can identify why the call was rejected.

You can also choose to allow all calls where a surcharge would apply, or to block all calls where a surcharge would apply, regardless of value. If you wish to use one of these options, please email support@magrathea-telecom.co.uk quoting your account number(s) and we will amend your account.

Please note that all accounts that are using our 'restricted tariffs' (i.e. all usage capped at 3p or 15p per minute) will reject all surcharged calls, regardless of value, this is not something we can override at this time.

How we provide your rates and data

The pricing is provided in two formats in line with our standard rate sheet design, one file has the pricing by origination name, and one by origination dial code. Both rate files are included in all rate releases and are subject to our standard 7-day notice terms.

As with all of the downloadable CDRs produced on our platform, the debit field will contain the total amount that was charged for the call.

In brief

- This applies to **outbound** calls only (i.e. any call you place via your Magrathea SIP or IAX account).
- The surcharge rate is in addition to the usual rate and is 'per minute', so you should add the two together to get your total call charge.
- Via your daily downloadable CDRs, the debit field will show the total cost of the call, including any surcharge that was applied, and an additional column will show the per-minute value for the surcharge element of the call. Please contact support@magrathea-telecom.co.uk if you don't already have access to these CDRs.
- The charge is dependent on the egress leg of the call, and any CLIs applied need to be within the CLI guidance.

Check if this impacts you

- If you only ever send your calls with a valid UK network CLI then you don't need to worry about this, those calls are unaffected.
- If you send calls to us with missing, invalid or incorrectly formatted network CLI then you will be surcharged as per our rate sheet. (Invalid includes UK numbers that have not been assigned for service.)

- If you send calls to us with an international network CLI, from a country that appears in the surcharge list, then you will be surcharged as per our rate sheet.
- If you operate your account with us on a restricted tariff your account will not allow calls to proceed that would result in a surcharge.

If you have any queries on specific calling scenarios, please drop an email to support@magrathea-telecom.co.uk and we will try to help.