

News Release

December 2020

Changes to Call Charges effective 1st January 2021

Dear Customers

To allow for increases in wholesale charges and operational costs, X.Communications and Acuity Unified Communications have decided that with effect from 1st January 2021 there will be an increase to call charges to certain UK and International destinations.

Over the last 6 years, Acuity Unified Communications Limited and X.Communications have resisted the need to increase call charges in line with inflation. However, this has meant that many call charges to many destinations are now below what is costs to supply calls to those destinations. Further recent increases at the wholesale level and the fact that inflation over the last 6 years has been 12%, now means Acuity and X.Comm must increase call charges to many destinations both UK and International. In addition to these increases to certain destinations, we are also making a significant number of call charge decreases to many European and other International destinations.

If you wish to find out more about our call charges please contact your account manager on 03333 447 092 or email sales@xcomm.co.uk.

