

# Legacy Voice Usage Pricing: Contracts Executed Prior to May 11, 2020

## Purpose

The purpose of this article is to provide information regarding Outreach Voice pricing and packages.

## Intended Audience

- Outreach Admins

## Note:

- The following information only applies to contracts with Outreach executed before May 11, 2020.
- For more information regarding current Voice offers, or to update a current contract, contact your AE for more information.

## Basics of Calling

To access Voice, organizations must have Voice included in their contract.

- Calls are charged per minute, rounded up to the nearest minute.
- Usage is billed at the end of the month for the month's usage.
- Phone numbers are billed separately from minutes used.
- Billing will be transacted through our standard billing processor.
- If an organization chooses to pay by credit card, a transaction fee will be added of 3%.
- To access Voice and get started, please contact your Outreach Account Executive.

For more information regarding the pros and cons of computer-based vs. phone calling options, refer to the [Outreach Voice Overview](#) article.

## Minutes Cost Overview

Outreach bills on minutes used, rounded up to the whole minute.

- Minutes are counted once the call connects.

## Outbound Call Rates

- VOIP Calls - \$0.012/min
- Bridge Calls - \$0.024/min

**Note:** Reflected on invoices as \$.01 and \$.02.

## Phone Number Rates

To make calls through Voice, Users need to select one or more phone numbers to dial out through for both preferred phones and computer-based calls. When an end recipient sees a call coming inbound, they will see the phone number you have selected through Outreach.

Users can select a phone number based on country and area code to dial through [as detailed in this article](#).

- Reserving a phone number incurs a monthly flat cost of \$1 per USA-based phone number.
- For phone numbers in other countries pricing is available in the attached International Rates spreadsheet.

The monthly cost will continue until the number is deleted from the Outreach account.

- Learn more about Local Dial [here](#).