ToolGPA

NOVEMBER 2026

Gradwell

The Insider's Guide

UK cloud phone system, Wave, with per-user minute bundles



Every plan, grade, refund rule and rival among business phone systems, read from Gradwell's own pages.

Made by Gradwell Communications · checked Nov 13, 2026 · toolgpa.com

2.0
GPA



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Who made this guide, what else is on the site, and how to cite it

ToolGPA put this guide together from Gradwell's own pages, its app-store listings and our grades. Every fact in it is on Gradwell's page too, where it is kept up to date. Checked Nov 13, 2026.

Welcome

What it is, who it suits, its grades and the ten things to know first

2.0

GPA, above 28 of the 77 other business phone systems we grade

Gradwell is a UK provider of VoIP phone systems, SIP trunks, business broadband and mobile. Its Wave cloud phone system is sold per user with a landline and mobile minute allowance, and it also resells and hosts 3CX. Prices are in pounds and the service is for businesses, not households.

To get you started, here are **8 things to know about Gradwell**, taken from its own pages and our grades.

> "
>
> **There's a control panel to set up, and extra users are added by phoning sales.**
>
> From our grade for ease of use

1 **Best for a UK cloud phone system with minute bundles**

The page doesn't say whether VAT is included or what happens past the bundle.

2 **Paid plans start at about $10.59 a month for each person**

As its pricing page puts it: £7.90 per user / month (Wave 100), VAT basis not stated.

3 **It runs on 3 platforms**

Web, iOS and Android.

4 **Softphone apps**

Make and receive calls from a web browser or from Android and iOS apps, using the office number.

5 **Call queues and routing**

Custom queues for support or sales teams, plus call routing built on conditions and logic.

6 **Web control panel**

Manage users, including bulk creation, and change settings from one panel without calling the provider.

7 **A 2.0 GPA, above 28 of 77**

That is against the other business phone systems we grade, on value, the free plan, features, ease of use and platforms.

8 **Keep it**

To replace Gradwell you would be making phone numbers and calls carried over the phone network. That is not a weekend's work, with an AI app builder or without one.

Gradwell at a glance

PRICING
Paid, from £7.90 per user / month (Wave 100), VAT basis not stated

FREE PLAN
No

FREE TRIAL
None stated

RUNS ON
Web, iOS, Android

MADE BY
Gradwell Communications, since 1998

CATEGORY
Business Phone Systems

OUR GRADE
2.0 GPA, fair

The report card

Best for a UK cloud phone system with minute bundles

Gradwell's Wave is a UK cloud phone system sold per user with 100, 1,000 or 3,000 minutes, from £7.90. The page doesn't say whether VAT is included or what happens past the bundle.

TOOLGPA REPORT CARD	Gradwell	Graded Nov 13, 2026

SUBJECT	GRADE	COMMENT
Value for money	B	£7.90 a user a month for 100 minutes, £11.10 for 1,000 and £15.90 for 3,000, near the cheapest quarter of the category after conversion. VAT basis isn't stated.
Free plan and trial	F	No free plan and no free trial is offered on the pages we read.
Features	C	Softphone apps, call queues and routing, a web control panel, reporting and voicemail transcription. Handsets are extra, and what happens past the minute bundle isn't stated.
Ease of use	C	No store rating on record. There's a control panel to set up, and extra users are added by phoning sales.
Platforms and integrations	B	Web, iOS and Android apps, with Microsoft Teams and 3CX.
Grade point average		Fair, out of 4.0 **2.0**

An A is worth 4 points, a B 3, a C 2, a D 1 and an F nothing. The GPA is the average of the five.

Who Gradwell is for

- ✓ Fits if you run a UK office and want minute bundles per person
- ✓ Works for teams that mix a few heavy callers with light ones

Who it is not for

- ✕ Watch out: prices are in pounds and the page doesn't say whether VAT is included
- ✕ Skip it if you want to try first, as there's no trial listed
- ✕ Not for you if you want to add users yourself, since extra users go through sales
- ✕ Watch out: handsets are sold separately, and 3CX plans have their own pricing

Good to know

Good for

- ✓ UK small and growing businesses replacing an on-site PBX
- ✓ Teams with a mix of light inbound users and heavy outbound callers
- ✓ Organizations that want a managed 3CX system hosted for them

Worth knowing

- ⓘ Prices are in pounds and the page does not say whether they include VAT.
- ⓘ Each plan is a bundle of landline and mobile minutes; what happens past the bundle is not stated on the page we read.
- ⓘ Residential packages are not offered, and extra users are added by phoning the sales team.
- ⓘ Handsets and hardware are sold separately, and 3CX plans on the site have separate pricing.

PART 02 · PRICING

What it costs

Every plan, the free plan, ways to pay less and how prices have moved

~$10.59

A month to start, for each person

Gradwell is a paid product, starting at £7.90 per user / month (Wave 100), VAT basis not stated.

> **No free plan and no free trial is offered on the pages we read.**

From our grade for free plan and trial

WAVE 100

£7.90

per user / month, VAT basis not stated

100 landline and mobile minutes, admin control panel, call management features and softphone.

WAVE 1000

£11.10

per user / month, VAT basis not stated

1,000 landline and mobile minutes with the same control panel and softphone.

WAVE 3000

£15.90

per user / month, VAT basis not stated

3,000 landline and mobile minutes with the same control panel and softphone.

Read from gradwell.com on Nov 13, 2026.

What it does

Its main features, where it runs, what it works with and who makes it

3

Places it runs: Web, iOS and Android

UK cloud phone system, Wave, with per-user minute bundles. Here is what it does, as its own site describes it, and what it covers: transcription, reports, business phone line.

> **Softphone apps, call queues and routing, a web control panel, reporting and voicemail transcription.**
>
> From our grade for features

Softphone apps

Make and receive calls from a web browser or from Android and iOS apps, using the office number.

Call queues and routing

Custom queues for support or sales teams, plus call routing built on conditions and logic.

Web control panel

Manage users, including bulk creation, and change settings from one panel without calling the provider.

Reporting

Statistics and graphs on each user's calls, habits and usage.

Voicemail transcription

Voicemails are transcribed to text and sent to the user's inbox automatically.

Mix of bundles per user

Wave 100, 1000 and 3000 licenses can be mixed, so heavy callers and inbound-only staff can sit on different bundles.

Where it runs

Web · iOS · Android

What it works with

Microsoft Teams · 3CX

Gradwell is made by Gradwell Communications, and has been around since 1998.

Where it stands

Its grades against its category, and whether to keep it or make your own

28/77

Other business phone systems it is graded above

Gradwell's GPA of 2.0 is higher than 28 of the 77 other business phone systems we grade, and level with 18.

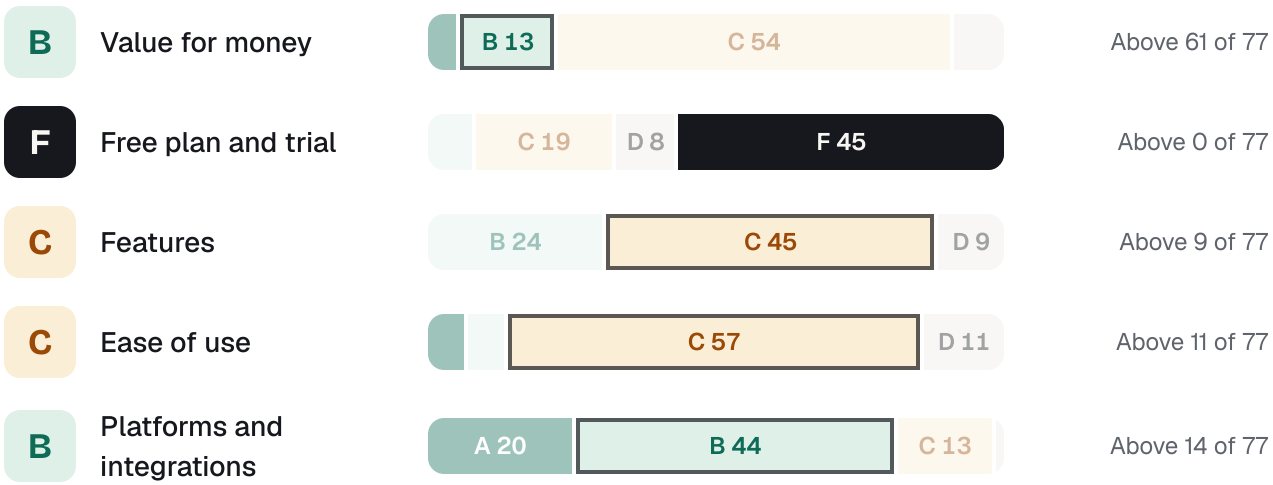
It stands best on value for money (B, above 61 of 77) and worst on free plan and trial (F, above 0).

Its paid plans start at about $10.59 a month for each person, against a middle price of $19 for the category: 13 of the 49 others that charge start lower.

On features, ease of use and platforms it scores 2.3 out of 4. 3 tools score higher and cost less.

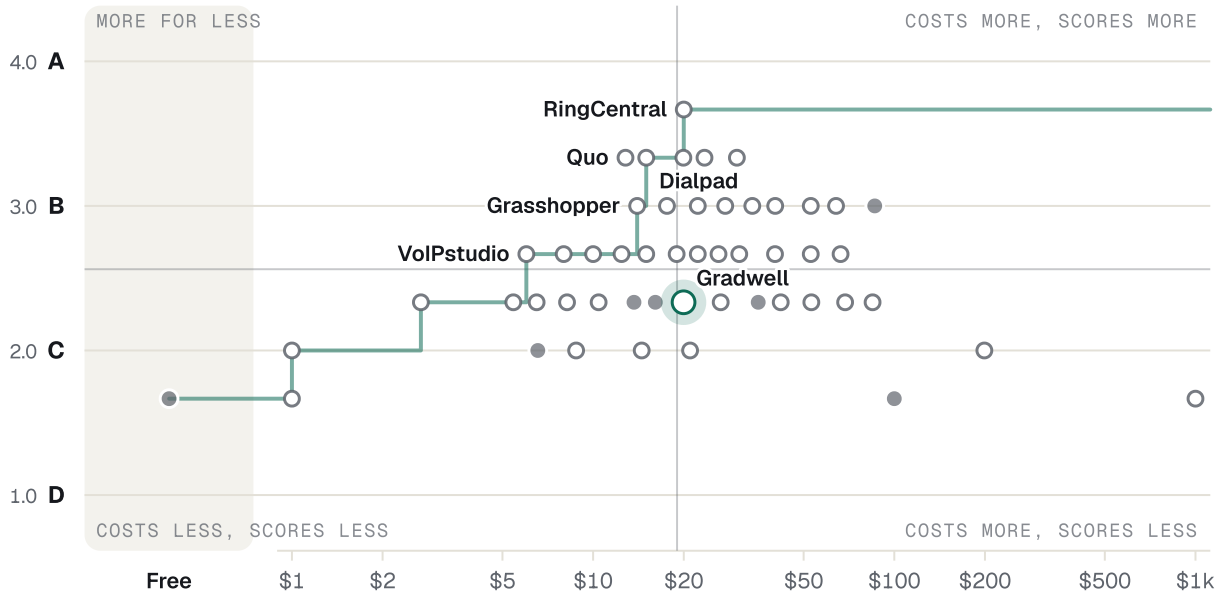
Each grade against the category

Every bar is all 78 business phone systems we grade, cut by the letter each got. Gradwell's own letter is outlined.



Price against what you get

Each dot is one of 51 business phone systems. Further left costs less; higher up scores better on features, ease of use and platforms. Gradwell is the marked dot.



What paid plans start at, a month (each step along is roughly double)

Keep it, or make your own?

Whether this is something you could build for yourself with an AI app builder, and what you would give up.

Keep it

To replace Gradwell you would be making phone numbers and calls carried over the phone network. That is not a weekend's work, with an AI app builder or without one.

It costs $127.02 a year.

What you could make

- Reports: an app builder makes this well.

What you could not

- Phone numbers and calls carried over the phone network.
- Speech turned into text you can trust.

- ✕ A real app for iOS and Android. Something home-made would be a web page.
- ✕ It is priced for each person, which means accounts and billing for a team.

What this rests on. Gradwell's listing: what it does, where it runs, what it plugs into and what it costs. It is a judgement about the kind of software this is. We have not built a replacement for it, and making your own means looking after it too. How we decide, and every tool's verdict.

The alternatives

The tools it is most often weighed against, side by side



Voipfone, Yay.com, VoIPstudio and NFON

The 4 tools Gradwell is most often weighed against, with where each one differs from it.

2.4 GPA

Voipfone

Free trial · from £2/mo

UK cloud phone lines billed per user with call-minute bundles.

- Gradwell also covers transcription and reports.
- Voipfone also covers business texting and online fax.

Gradwell and Voipfone compared in full

1.8 GPA

Yay.com

Paid

UK cloud PBX sold per user in Core, Standard and Premium plans.

- Only Yay.com lists a macOS app.
- Gradwell also covers transcription and reports.
- Yay.com also covers business texting.

Gradwell and Yay.com compared in full



2.4
GPA

VoIPstudio

Free trial · from $6/mo

Per-user cloud phone system with pay-as-you-go or minute bundles.

- Only VoIPstudio lists Windows, macOS and Linux apps.
- Only VoIPstudio lists a browser extension.
- Gradwell also covers reports.

Gradwell and VoIPstudio compared in full



1.8
GPA

NFON

From €6.80/mo

European cloud phone system with SIP trunking and a contact center.

- Only Gradwell lists iOS and Android apps.
- Gradwell also covers transcription and reports.
- NFON also covers video calls.

Gradwell and NFON compared in full

PART 06 · QUESTIONS

Quick answers

The questions people ask about it, each answered in a line or two

12

Questions, each answered in a line or two

The short version of everything above, for when you only need the answer. Each one is told in full in its part of the guide.

Is Gradwell free?

No. Gradwell is a paid product, starting at £7.90 per user / month (Wave 100), VAT basis not stated.

How much does Gradwell cost?

Gradwell lists 3 plans. Wave 100: £7.90 per user / month, VAT basis not stated.

What platforms does Gradwell work on?

Gradwell is available on Web, iOS and Android.

Does Gradwell have a Windows app?

No Windows app was listed when its pages were read on Nov 13, 2026. Gradwell is listed for Web, iOS and Android.

Does Gradwell have a macOS app?

No macOS app was listed when its pages were read on Nov 13, 2026. Gradwell is listed for Web, iOS and Android.

Is Gradwell open source?

Gradwell is not described as open source on its own site, as read on Nov 13, 2026.

What does Gradwell integrate with?

Gradwell's listing names Microsoft Teams and 3CX. A listing names up to eight integrations, so it may connect to more.

Who makes Gradwell?

Gradwell is made by Gradwell Communications. It dates from 1998.

What are the alternatives to Gradwell?

The closest alternatives to Gradwell in our directory are Voipfone, Yay.com, VoIPstudio and NFON.

How does Gradwell compare with other business phone systems?

Gradwell's GPA of 2.0 is higher than 28 of the 77 other business phone systems we grade, and level with 18.

Is Gradwell good value for money?

ToolGPA grades Gradwell B for value for money. Its paid plans start at about $10.59 a month for each person, against a middle price of $19 for the category: 13 of the 49 others that charge start lower.

Could I make my own version of Gradwell?

To replace Gradwell you would be making phone numbers and calls carried over the phone network.

Where this guide comes from

The prices, plans, platforms and features were read from Gradwell's own pages on Nov 13, 2026, and the grades were given on Nov 13, 2026. Graded from this listing, whose facts were read from Gradwell's own pages on 13 November 2026. Not based on using the product, and shorter than our full reviews.

Every tool we list gets five grades, A to F, each with its reason, and a GPA that averages them. How each is decided is at toolgpa.com/grades. This guide is ToolGPA's own work; it is not made, paid for or approved by Gradwell Communications. Prices change, so check gradwell.com before you buy.

gradwell.com/phone-systems/wave/
gradwell.com/about-us/
gradwell.com/
gradwell.com/phone-systems/3cx/

PART 07 · ABOUT

About ToolGPA

Who made this guide, what else is on the site, and how to cite it

7,721

Tools graded, in 95 categories

ToolGPA grades software the way a school report grades a pupil: five subjects, a letter for each with the reason written beside it, and a GPA that averages them. Prices, plans and platforms are read from each maker's own pages and dated, so you always know how fresh a figure is.

Every grade, review and ranking on ToolGPA is our own judgement. No company can pay for a grade or change one. Every tool on the site has a guide like this one, free to download and pass on. It all lives at **toolgpa.com**.

7,721	95	739	579
tools graded	categories	price changes on record	apps priced in 12 countries

What else is on toolgpa.com

Gradwell, kept up to date

Everything in this guide, with prices and grades as they are today

toolgpa.com/tools/gradwell

How grades are given

The rules behind every letter and every GPA

toolgpa.com/grades

Value charts

What each tool costs against what it scores, for every category

toolgpa.com/charts

Compare

Any two tools side by side, plan by plan

toolgpa.com/compare

Price changes

Every price rise and cut on record, each with its source

toolgpa.com/price-changes

Prices by country

What apps cost on the App Store in 12 countries

toolgpa.com/prices-by-country

Pay less

Every public discount: yearly billing, students, nonprofits

toolgpa.com/save

Keep or make

Which tools are worth paying for, and which you could build yourself

toolgpa.com/keep-or-make

Scan for the live page

Prices and grades as they are today

Quoting this guide?

Please name ToolGPA and link to the live page, so readers can check the figures for themselves:

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ToolGPA, "Gradwell: The Insider's Guide",
checked Nov 13, 2026.
https://toolgpa.com/tools/gradwell
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Know someone choosing between business phone systems?

Send them this guide:
toolgpa.com/tools/gradwell/guide

ToolGPA elsewhere: youtube.com/@toolgpa

See our other guides

The best-graded business phone systems after Gradwell, each with an Insider's Guide of its own.

Business Phone Systems Insider's Guide

Every one of the 78 business phone systems we grade, compared

Zadarma Insider's Guide

Cloud PBX and virtual numbers in 110+ countries, free to start

3.2 GPA

Grasshopper Insider's Guide

Virtual business number on your own phone, priced per account

3.0 GPA

RingCentral Insider's Guide

Cloud phone system with texting, fax, video meetings and team chat

3.0 GPA

ToolGPA

Choosing software? Every tool graded, every price dated.

Compare tools at toolgpa.com ›

Everything in this guide is ToolGPA's own summary of what Gradwell's pages, its app-store listings and public reviews said on the dates shown. Grades are our judgement under the rules at toolgpa.com/grades. Every grade, review and ranking on ToolGPA is our own judgement. No company can pay for a grade or change one. Gradwell is a trademark of its owner, and this guide is not made, paid for or approved by Gradwell Communications. Prices and plans change: check gradwell.com before you buy.