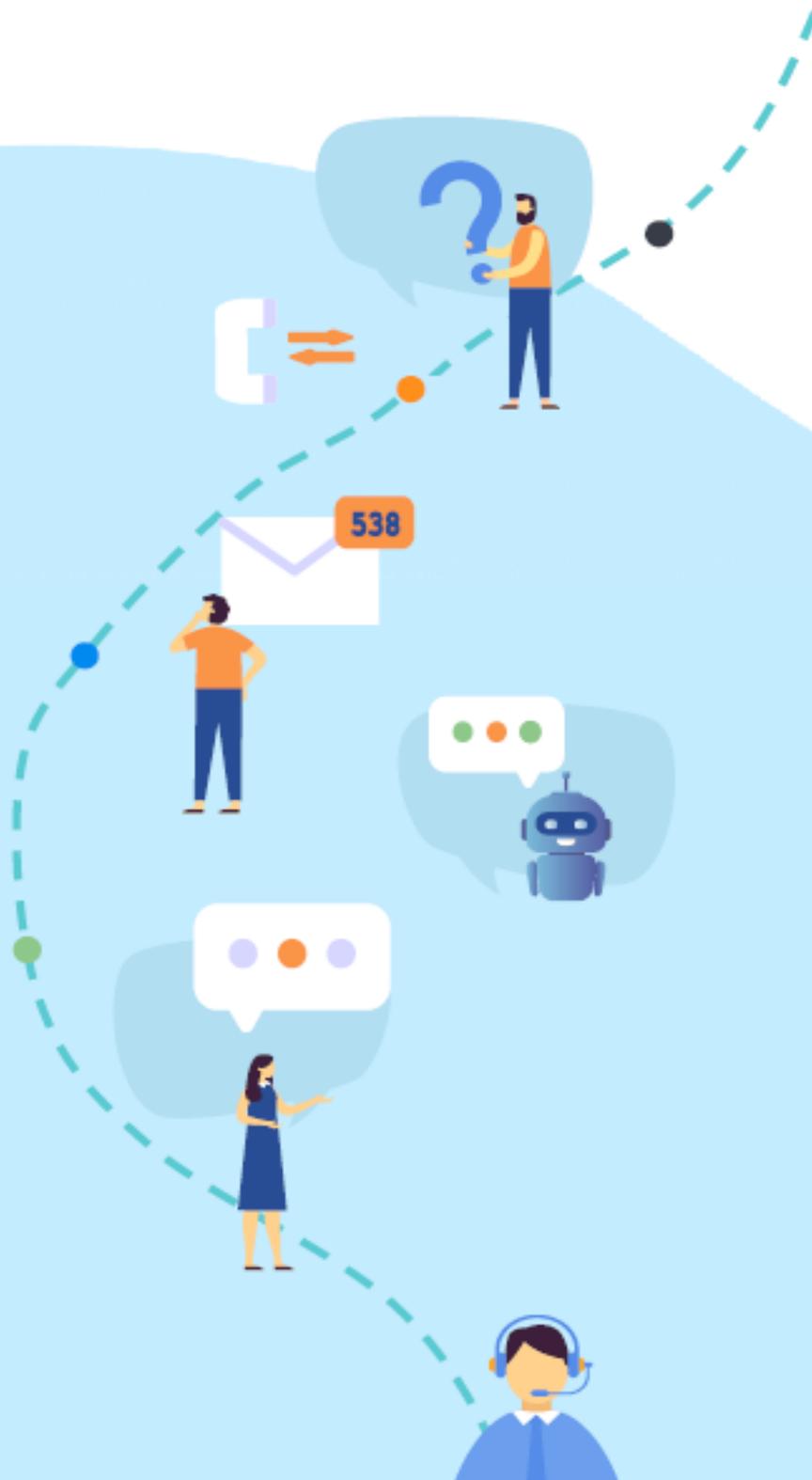


Build better experiences.



G-Cloud 14 Route 101 Software Pricing

Powered by Route 101

Route 101

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About Route 101

Route 101 is a SaaS provider of next generation customer engagement platforms, offering award winning solutions from market leading vendors. We deliver a full range of services to ensure our clients get the maximum value from the solutions we provide, including all associated consultancy, professional services, training and support. Route 101 has:

- The **knowledge** to get to the heart of your business and customer needs,
- The **expertise** to advise you on what you need and what you don't,
- The **technology** to deliver a world-class, customer focused solution, and,
- The **desire** to build a lasting and mutually beneficial partnership with you.

Route 101 Technology Partners

CALABRIO  Gamma

keyivr

NiCE

Omilia
Conversational Intelligence

 PolyAI

Sycurio.

 zendesk

Route 101 Software Pricing

Calabrio Software Pricing

Description	Price Per User Per Month
Calabrio ONE Complete Suite, inc. WFM, QM, Analytics and Call Recording	£97.50
Calabrio Workforce Management	£30.42
Calabrio Quality Management (inc. Call Recording)	£31.98
Calabrio Analytics	£53.82
Calabrio Call Recording	£7.02

Gamma Software Pricing

Gamma SIP Trunks

Description	Price
SIP channel – Active per channel per month	£6.19
SIP channel – Standby per channel per month	£2.94
SIP channel – Resilience+ per channel per month	£6.19
SIP channel one-off set-up	£115.00
SIP DDI, per DDI per month	£0.35
DDI number, one-off set-up	£1.00

Gamma MyInbound

Description	Price	One-Off Setup
MyInbound – Contact Point subscription per number per month	£1.69	£0.00
MyInbound – Contact Path subscription per number per month	£8.32	£41.32
MyInbound – Contact Pro subscription per number per month	£24.82	£0.00

Gamma Horizon Contact

Description	Price Per User Per Month
Horizon Contact Agent Voice and Email (rolling monthly)	£28.00
Horizon Contact Agent Voice and Email (annual)	£23.00
Horizon Contact Agent Web Chat (rolling monthly and annual)	£10.50
Horizon Contact Supervisor (rolling monthly)	£45.00
Horizon Contact Supervisor (annual)	£36.50
Horizon Collaborate Bolt On	£3.75
Horizon for Microsoft Teams Bolt On	£1.25
Call Queue Group User Bolt On	£1.95
Receptionist Console - per receptionist per month	£22.50
Horizon CRM Integrator (Zendesk, MS Dynamics, Salesforce, etc)	£3.50
Horizon Desktop Softphone – PC / Mac	£1.95
Horizon Smartphone App – Android / iOS	£1.95
Business Call Recording - 12 month retention	£2.25

Gamma Horizon

Description	Price Per User Per Month
Gamma Horizon Unified Communications Subscription Bundle	£6.19

Gamma Teams Direct Routing

Description	Price Per User Per Month
Microsoft Teams Direct Routing – 2-299 users	£3.50
Microsoft Teams Direct Routing – 300-999 users	£2.75
Microsoft Teams Direct Routing – 1000+ users	£2.00
Microsoft Teams Direct Routing DDI Connection	£0.80
Microsoft Teams Direct Routing Endpoint Cease	£32.00

Please note: Each SIP, Horizon & Teams DR subscription includes 2,000 minutes to 01 and 02 numbers, of which 15% can be used for 03 numbers. Depending on the connectivity model chosen, telco charges may apply; these are available by request from a vendor-supplied rate card.

Key IVR Pricing

Automated Payment Line

Software

Description	Monthly Price
Automated Payment Line (Payment IVR)	£295.00
Optional Upgrades	
3DS2 ECOM: Card only	£250.00
3DS2 ECOM: Card & Digital Wallets	£250.00
3DS2 ECOM: Card, Digital Wallets & Open Banking	£250.00
Agent Pass-off Capability	£50.00
Voice IVR (using AI capture and transcription)	£250.00
Transfer Call to Contact Centre	See Connectivity
Text Message / SMS Receipt	See Usage
Optional Integrations	
SFTP Integration (Upload of historical debt)	£50.00
REST API Integration	£50.00
Bespoke API Integration	£100.00
Gateway Connection (select one)	
Key IVR Gateway Service	£25.00
Gateway Configuration (Existing API integration)	£25.00
New Gateway Integration	£100.00
Gateway Transactions (PSP)	
Key IVR Gateway Service Transactions	£0.10
Automated Payment Line Transactions	
Price per Transaction	
Up to 500 transactions per month	£0.30
501 to 1,000 transactions per month	£0.28
1001 to 5,000 transactions per month	£0.26
5,001 to 10,000 transactions per month	£0.22
10,001+ transactions per month	£0.20

Optional Usage	
Text Message / SMS Receipt (per message)	£0.08
Transfer Call to Contact Centre: UK Landlines Beginning 01 & 02 (per min)	£0.015
Transfer Call to Contact Centre: UK Landlines Beginning 03 (per min)	£0.029
Transfer Call to Contact Centre: UK Mobile (per min)	£0.045

Please note: Calls to non-UK destinations are subject to vendor rate card, available by request.

Setup and Configuration

Description	Setup and Configuration
Automated Payment Line (Payment IVR)	£3,950
Optional Upgrades	
3DS2 ECOM: Card only	£3,450
3DS2 ECOM: Card & Digital Wallets	£4,400
3DS2 ECOM: Card, Digital Wallets & Open Banking	£5,300
Agent Pass-off Capability	£1,800
Voice IVR (using AI capture and transcription)	£1,800
Language Pack - English (UK) already included (price per additional language pack)	£1,800
Tokenisation - Save payment details	£950
Recurring Payment Plans (Continuous Payment Authority)	£950
Optional Integration	
SFTP (Upload of historical debt)	£950
REST API	£2,950
Bespoke API	£5,950
Gateway Connection (select one)	
Key IVR Gateway Service	£0
Gateway Configuration (Existing API integration)	£0
New Gateway Integration	£9,500

Agent Assisted Payments

Software

Description	Monthly Price
Agent Assisted Payments: 15 to 25 Users (minimum 15 agents), price per user	£28.50
Agent Assisted Payments: 26 to 50 Users, price per user	£27.50
Agent Assisted Payments: 51 to 100 Users, price per user	£26.50
Agent Assisted Payments: 101 to 250 Users, price per user	£18.50
Agent Assisted Payments: 251+ Users, price per user	£16.50
Optional Integrations	
SFTP (Upload of historical debt)	£50.00
REST API	£50.00
Bespoke API	£100.00
Gateway Connection (select one)	
Key IVR Gateway Service	£25.00
Gateway Configuration (Existing API integration)	£25.00
New Gateway Integration	£100.00
Gateway Transactions (PSP)	
Key IVR Gateway Service Transactions	Price per Transaction £0.10
Agent Assisted Payments Transactions	
Up to 500 transactions per month	Price per Transaction £0.30
501 to 1,000 transactions per month	£0.28
1001 to 5,000 transactions per month	£0.26
5,001 to 10,000 transactions per month	£0.22
10,001+ transactions per month	£0.20
Optional Usage	
Text Message / SMS Receipt (per message)	£0.08
Email	£0.01

Setup and Configuration

Description	Setup and Configuration
Agent Assist (DTMF-Suppressed entry): 1 to 25 lines	£7,000
Agent Assist (DTMF-Suppressed entry): 26 to 50 lines	£10,000
Agent Assist (DTMF-Suppressed entry): 51+ lines	£15,000
Optional Upgrades	
Voice Recognition for Payments	£2,950
Digital Payment Links (MOTO)	£4,950
Digital Payment Links (3DS2 ECOM): Card only	£4,950
Digital Payment Links (3DS2 ECOM): Card & Digital Wallets	£5,900
Digital Payment Links (3DS2 ECOM): Card, Digital Wallets & Open Banking	£6,800
Tokenisation: Save payment details	£950
Recurring Payment Plans (Continuous Payment Authority)	£950
Single Sign-On (SSO)	£1,800
Optional Integration	
SFTP (Upload of historical debt)	£950
REST API	£2,950
Bespoke API	£5,950
Gateway Connection (select one)	
Key IVR Gateway Service	£0
Gateway Configuration (Existing API integration)	£0
New Gateway Integration	£9,500

Click to Pay

Software

Description	Monthly Price
Click to Pay (3DS2 ECOM): Card only	£400
Click to Pay (3DS2 ECOM): Card & Digital Wallets	£400
Click to Pay (3DS2 ECOM): Card, Digital Wallets & Open Banking	£550
Optional Integrations	
SFTP (Upload of historical debt)	£50.00
REST API	£50.00
Bespoke API	£100.00
Gateway Connection (select one)	
Key IVR Gateway Service	£25.00
Gateway Configuration (Existing API integration)	£25.00
New Gateway Integration	£100.00
Gateway Transactions (PSP)	Price per Transaction
Key IVR Gateway Service Transactions	£0.10
Click to Pay Transactions	Price per Transaction
Up to 500 transactions per month	£0.30
501 to 1,000 transactions per month	£0.28
1001 to 5,000 transactions per month	£0.26
5,001 to 10,000 transactions per month	£0.22
10,001+ transactions per month	£0.20
Usage	
Text Message / SMS (1 to 1,000), per message	£0.08
Text Message / SMS (1,001 to 3,000), per message	£0.07
Text Message / SMS (3,001+), per message	£0.06
Email, per message	£0.01

Please note: Messages are billed per SMS segment. One SMS segment consists of up to 160 characters. Messages exceeding 160 characters will be automatically split into multiple SMS segments and billed accordingly, with each additional segment charged at the agreed SMS rate.

Setup and Configuration

Description	Setup and Configuration
Click to Pay (3DS2 ECOM): Card only	£4,950
Click to Pay (3DS2 ECOM): Card & Digital Wallets	£5,900
Click to Pay (3DS2 ECOM): Card, Digital Wallets & Open Banking	£6,800
Optional Upgrades	
Tokenisation: Save payment details	£950
Recurring Payment Plans (Continuous Payment Authority)	£950
Single Sign-On (SSO)	£1,800
Optional Integration	
SFTP (Upload of historical debt)	£950
REST API	£2,950
Bespoke API	£5,950
Gateway Connection (select one)	
Key IVR Gateway Service	£0
Gateway Configuration (Existing API integration)	£0
New Gateway Integration	£9,500

NICE CXone Software Pricing Subscription Bundles: Named

Description	Digital Agent	Voice Agent	Omnichannel Agent	Essentials Suite	Core Suite	Complete Suite
ACD Voice Agent		X	X	X	X	X
Digital Agent	X		X	X	X	X
Digital Channels	X		X	X	X	X
Ports		2/3	2/3	2/3	2/3	2/3
Integrated Softphone	X	X	X	X	X	X
Active Storage	5GB	5GB	5GB	5GB	5GB	5GB
CXone Audio Recording		X				
CXone Audio Recording Advanced			X	X	X	X
CXone Screen Recording				X	X	X
CXone Quality Management				X	X	X
CXone Workforce Management					X	X
CXone Performance Management					X	X
CXone Interaction Analytics						X
CXone Feedback Management						X
Price Per Agent Per Month	£36.00	£48.38	£58.50	£69.75	£87.75	£109.13

Please note: Depending on the connectivity model chosen, telco charges may apply; these are available by request from a vendor-supplied rate card.

NICE CXone Software Pricing Subscription Bundles: Concurrent

Description	Digital Agent	Voice Agent	Omnichannel Agent	Essentials Suite	Core Suite	Complete Suite
ACD Voice Agent		X	X	X	X	X
Digital Agent	X		X	X	X	X
Digital Channels	X		X	X	X	X
Ports		2/3	2/3	2/3	2/3	2/3
Integrated Softphone	X	X	X	X	X	X
Active Storage	5GB	5GB	5GB	5GB	5GB	5GB
CXone Audio Recording		X				
CXone Audio Recording Advanced			X	X	X	X
CXone Screen Recording				X	X	X
CXone Quality Management				X	X	X
CXone Workforce Management					X	X
CXone Performance Management					X	X
CXone Interaction Analytics						X
CXone Feedback Management						X
Price Per Agent Per Month	£50.63	£68.63	£81.00	£97.88	£122.63	£151.88

Please note: Depending on the connectivity model chosen, telco charges may apply; these are available by request from a vendor-supplied rate card.

NICE CXone Core Items Out-of-Bundle

Description	Named Price Per User Per Month
CXone Audio Recording Advanced	£12.00
CXone Screen Recording	£8.50
CXone Quality Management	£12.00
CXone Quality Management Advanced	£20.00
CXone Quality Management Premium	£25.00
CXone Workforce Management	£12.00
CXone Workforce Management Advanced	£20.00
CXone Interaction Analytics	£22.00
CXone Interaction Analytics Advanced	£32.50
CXone Interaction Analytics Premium	£44.00

NICE CXone Feedback Management Out-of-Bundle

Description	Price
CXone Feedback Management, per user per month	£28.00
CXone Feedback Management Speech to Text, per BU per month	£660.00
CXone Feedback Management Text Analytics, per BU per month	£748.00
CXone Feedback Management SMS Gateway, per BU per month	£792.00
CXone Feedback Management SMS Long Code	£176.00

NICE ContactEngine Proactive Conversational AI

Description	Price per Journey
NICE ContactEngine Customer Journeys: No Minimum Commitment	£1.43
200,000 to 500,000 Customer Journeys per year	£0.71
500,000 to 1 million Customer Journeys per year	£0.69
1 million to 2 million Customer Journeys per year	£0.66
3 million to 4 million Customer Journeys per year	£0.61
4 million to 5 million Customer Journeys per year	£0.59
5 million to 7.5 million Customer Journeys per year	£0.54
7.5 million to 10 million Customer Journeys per year	£0.47
10 million to 20 million Customer Journeys per year	£0.44
20 million+ Customer Journeys per year	£0.37

Please note: Third party platform costs may apply depending on channels provided.

NICE CXone Subscriptions: Non-Bundle Items

Description	Named Price
CXone Personal Connection Outbound Dialler, per user per month	£17.00
CXone Agent for Salesforce, per user per month	£18.00
CXone Agent Integration, per user per month	£15.00
CXone Expert Knowledge Management – Employee, per user per month	£15.00
CXone Expert Knowledge Management – Public FAQ Add On, per BU per month	£693.50
CXone Expert Advanced Knowledge Management – Employee, per user per month	£28.50
CXone Real-Time Interaction Guidance, per user per month	£16.50
NICE IEX WFM, per user per month	£19.00
NICE IEX WFM Advanced, per user per month	£45.00

Omilia Software Pricing

Description	Price
Omilia Conversational Voice	£0.0125 per 10 second increment in a single call
Omilia Conversational Chat	£0.009 per text request
Omilia IVR Voice Biometrics (add-on to Conversational Voice)	+£0.005 per 10 second increment in a single call
Omilia Agent-Side Voice Biometrics	£0.0175 per 10 second increment in a single call
Omilia Voice Biometrics Enrolment	£0.02 per enrolled user per month
Omilia Agent Assist Essentials	£35 per agent per month
Omilia Agent Assist Enterprise	£75 per agent per month
Omilia Conversational Insights	£250 per user per month
Omilia Testing Studio Basic	£1,500 per month
Omilia Testing Studio Premium	£3,000 per month
Omilia Testing Studio Platinum	£5,000 per month
Omilia Testing Studio Add-On Bundle	£500 per month

Sycurio Software Pricing

Description	Concurrent Users	Price Per Concurrent User (Monthly Equivalent)	Price Per Concurrent User (Paid Annually)
Sycurio.Voice	1 – 50	£31.59	£379.00
	51 – 250	£23.25	£279.00
	251 – 500	£18.25	£219.00
	501+	£14.09	£169.00
Sycurio.Digital	1 – 50	£25.25	£303.00
	51 – 250	£18.59	£223.00
	251 – 500	£14.59	£175.00
	501+	£11.00	£132.00
Sycurio.Voice & Sycurio.Digital	1 – 50	£37.84	£454.00
	51 – 250	£27.92	£335.00
	251 – 500	£22.09	£265.00
	501+	£16.92	£203.00

Additional Sycurio Items

Description	Price Per Channel Per Month
Gamma SIP Enablement	£2.50
Optional Additional SIP Channels (3 per user included)	£24.00

PolyAI Software Pricing

Description	Price per Minute
PolyAI Conversational AI: 500,000 per year	£0.27
Up to 1 million minutes per year	£0.24
Up to 2 million minutes per year	£0.22
Up to 3 million minutes per year	£0.21
Up to 4 million minutes per year	£0.19
Up to 5 million minutes per year	£0.18
Up to 6 million minutes per year	£0.17
Up to 8 million minutes per year	£0.16
8 million+ minutes per year	£0.15

Zendesk Software Pricing

Zendesk Suite

Description	Price per agent, per month (monthly commitment)	Price per agent, per month (annual commitment)						
	1+	1 - 9	10 - 19	20 - 49	50 - 99	100 - 249	250 - 499	500+
Zendesk Suite - Professional	£115.00	£84.55	£81.88	£78.32	£74.76	£71.20	£64.08	£59.63
Zendesk Suite - Enterprise	£179.00	£132.05	£127.88	£122.32	£116.76	£111.20	£100.08	£93.13
Zendesk Suite - Enterprise Plus	N/A	£194.75	£188.60	£180.40	£172.20	£164.00	£147.60	£137.35

Zendesk Support

Description	Price per agent, per month (monthly commitment)	Price per agent, per month (annual commitment)						
	1+	1 - 9	10 - 19	20 - 49	50 - 99	100 - 249	250 - 499	500+
Support Professional	£59.00	£39.98	£36.45	£35.38	£33.98	£32.91	£31.50	£30.44
Support Enterprise	£115.00	£79.07	£72.08	£69.97	£67.20	£65.09	£62.31	£60.21
Chat Team	£21.00	£13.52	£11.44	£10.81	£9.99	£9.36	£8.53	£7.91
Chat Professional	£42.00	£27.05	£22.88	£21.63	£19.97	£18.72	£17.06	£15.81
Chat Enterprise	£85.00	£54.94	£46.48	£43.93	£40.57	£38.03	£34.66	£32.12
Talk Team	£28.00	£17.23	£14.33	£13.45	£12.30	£11.42	£10.27	£9.39
Talk Professional	£71.00	£44.32	£36.84	£34.60	£31.62	£29.37	£26.40	£24.15
Talk Enterprise	£128.00	£80.43	£66.87	£62.79	£57.39	£53.30	£47.91	£43.83
Talk Partner Edition	£15.00	£9.03	£7.51	£7.05	£6.44	£5.98	£5.38	£4.92
Guide Lite	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
Guide Professional	£23.00	£14.33	£12.61	£12.09	£11.40	£10.88	£10.19	£9.67
Guide Enterprise	£42.00	£26.98	£23.73	£22.76	£21.46	£20.48	£19.19	£18.21



Explore Lite	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
Explore Professional	£15.00	£9.05	£7.83	£7.47	£6.99	£6.62	£6.14	£5.77
Explore Enterprise	£42.00	£26.32	£22.79	£21.73	£20.32	£19.26	£17.86	£16.79
Sunshine Lite	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
Sunshine Professional	£28.00	£21.00	£16.39	£14.91	£12.94	£11.46	£9.49	£8.01
Sunshine Enterprise	£85.00	£65.00	£50.75	£46.14	£40.07	£35.46	£29.39	£24.78
Gather Professional	£15.00	£9.28	£8.16	£7.82	£7.38	£7.04	£6.60	£6.26

Please note: Discounted Enterprise Licensing Agreement (ELA) available, dependent on products included within the ELA, multi-instance and multi-year needs, and minimum annual licence costs of £100k. ELA costs are the sum of the applicable products and quantities herein, with additional discounting as noted below.

Zendesk Suite and Support Add-Ons

Description	Price per agent, per month (monthly commitment)	Price per agent, per month (annual commitment)						
	1+	1 - 9	10 - 19	20 - 49	50 - 99	100 - 249	250 - 499	500+
Advanced AI	£53.00	£38.00	£36.80	£35.20	£33.60	£32.00	£28.80	£26.80
Advanced Data Privacy and Protection	£60.00	£42.75	£41.40	£39.60	£37.80	£36.00	£32.40	£30.15
Support: Customer Lists & NPS Surveys	£37.00	£26.60	£25.76	£24.64	£23.52	£22.40	£20.16	£18.76
Support: High Volume API	£37.00	£26.60	£25.76	£24.64	£23.52	£22.40	£20.16	£18.76
Support: More Storage - 500 MB (Data) and 25 GB (File)	£72.00	£52.25	£50.60	£48.40	£46.20	£44.00	£39.60	£36.85
Support: Light Agents	£37.00	£26.60	£25.76	£24.64	£23.52	£22.40	£20.16	£18.76
Support: Productivity Pack	£37.00	£26.60	£25.76	£24.64	£23.52	£22.40	£20.16	£18.76
Support: Collaboration	£37.00	£26.60	£25.76	£24.64	£23.52	£22.40	£20.16	£18.76
Support: Multibrand (up to 300 brands)	£58.00	£41.80	£40.48	£38.72	£36.96	£35.20	£31.68	£29.48
Support: Social Messaging	£8.00	£5.70	£5.52	£5.28	£5.04	£4.80	£4.32	£4.02



Support: Data Centre Location	£58.00	£41.80	£40.48	£38.72	£36.96	£35.20	£31.68	£29.48
Zendesk Advanced 1	£205.00	£194.75	£188.60	£180.40	£172.20	£164.00	£147.60	£137.35
Zendesk Advanced 2	£205.00	£194.75	£188.60	£180.40	£172.20	£164.00	£147.60	£137.35
Zendesk Advanced 3	£205.00	£194.75	£188.60	£180.40	£172.20	£164.00	£147.60	£137.35

Zendesk Messaging

Description	Price per agent, per month (monthly commitment)	Price per agent, per month (annual commitment)
	1+	1+
Sunshine Conversations, per 2,500 Monthly Active Users (MAU) Pack	£40.00	£50.00
Sunshine Conversations, per 25,000 Notification Pack	£40.00	£50.00
Support: WhatsApp Phone Number, per number	£101.00	£77.00
Support: WhatsApp Messages, per agent per month	£8.00	£6.00

Zendesk Workforce Management

Description	Price per agent, per month (monthly commitment)	Price per agent, per month (annual commitment)						
	1+	1 - 9	10 - 19	20 - 49	50 - 99	100 - 249	250 - 499	500+
Zendesk Workforce Management	£30.00	£21.85	£21.16	£20.24	£19.32	£18.40	£16.56	£15.41

Zendesk Workforce Engagement Management

Description	Price per agent, per month (monthly commitment)	Price per agent, per month (annual commitment)						
	1+	1 - 9	10 - 19	20 - 49	50 - 99	100 - 249	250 - 499	500+
Zendesk QA Growth	£29.00	£20.90	£20.24	£19.36	£18.48	£17.60	£15.84	£14.74
Zendesk QA AI	£49.00	£35.15	£34.04	£32.56	£31.08	£29.60	£26.64	£24.79
Zendesk QA	£49.00	£35.15	£34.04	£32.56	£31.08	£29.60	£26.64	£24.79
Zendesk Enterprise WEM (WFM + QA)	£55.00	£39.90	£38.64	£36.96	£35.28	£33.60	£30.24	£28.14

Zendesk Employee Experience

Description	Price per agent, per month (monthly commitment)	Price per agent, per month (annual commitment)						
	1+	1 - 9	10 - 19	20 - 49	50 - 99	100 - 249	250 - 499	500+
Zendesk Employee Experience Plan 1	£2.70	£1.90	£1.84	£1.76	£1.68	£1.60	£1.44	£1.34
Zendesk Employee Experience Plan 2	£5.40	£3.80	£3.68	£3.52	£3.36	£3.20	£2.88	£2.68
Zendesk Employee Experience Plan 3	£10.60	£7.60	£7.36	£7.04	£6.72	£6.40	£5.76	£5.36

Zendesk Automated Resolutions

Description	Price per Resolution
Automated Resolutions, Tier 1, 1-100 per month	£1.30
Automated Resolutions, Tier 2, 101-1,000 per month	£1.15
Automated Resolutions, Tier 3, 1,001-5,000 per month	£1.00
Automated Resolutions, Tier 4, 5,001+ per month	£0.90
Automated Resolutions, Overage	£1.75

Zendesk Premium Sandbox

Description	Price per Subscription, per month (monthly commitment)	Price per Subscription, per month (annual commitment)
Premium Sandbox (Metadata)	£1,500.00	£1,100.00
Premium Sandbox (Partial Copy)	£4,300.00	£3,300.00
Premium Sandbox (Production Copy)	£7,200.00	£5,500.00

Zendesk Enhanced Support Packages

Description	Pricing
Premier Essentials, including: <ul style="list-style-type: none"> • Including 24/7 Prioritized Support, • Ongoing Response SLOs for critical and major issues • Troubleshooting 1:1 sessions for OOTB capabilities and features • 99.9% Product Uptime SLA 	20% of the net price of applicable licences, no less than £1,900 per annum
Premier Support, including everything in Premier Essentials, plus: <ul style="list-style-type: none"> • Designated Premier Support Engineer • Supported by Premier Support team 	30% of the net price of applicable licences, no less than £37,000 per annum
Premier Enterprise, including everything in Premier Support, plus: <ul style="list-style-type: none"> • Zendesk Certifications • Technical Account Manager (TAM) as your own strategic and technical Zendesk advisor. 	35% of the Net price of applicable licences, no less than £149,000 per annum

Please note: Applicable for the duration of the Service Order Term. Premier subscriptions additional detail can be found [here](#).

Notes

- All prices exclude VAT which will be added to each invoice at the prevailing rate.
- Any travel and expenses will be invoiced separately at cost.
- All pricing is subject to further scoping.
- Subject to Route 101's standard terms and conditions contained within the Master Services Agreement (MSA).
- All pricing is provided on the assumption of a minimum 12 month term, billed annually in advance.
- Number porting charges may apply. Accurate costs will be obtained from the provider and passed through at cost.
- Some services may require direct DPAs with our vendor partners.
- Minimum user numbers / commitment may apply.
- Many of the services include allowances, such as data storage and telco minutes. Route 101 can advise on the most appropriate options available.
- Where required, Route 101 will assist with the most appropriate connectivity design based on options from within our catalogue.
- Telco costs may apply, these can be made available by vendor rate card.
- Usage charges may apply, e.g. out of bundle storage costs.