



G-Cloud 14 Pricing Document



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1. Public Cloud

1.1 Azure Virtual Desktop

1.1.1 Setup

Description	Upfront
Essential IT	£1,200
Professional	£1,800
Advanced	£2,400

1.1.2 Rental

Description	Rental /user/month (From*)
Essential IT	£64.65
Professional	£74.95
Advanced	£104.95

*Rental for Azure resource depends on total Azure resource consumed per month and is charged monthly in arrears.

2. Private Cloud

2.1 Infrastructure as a Service

Description	Rental /month
Virtual Central Processing Unit	£7.30
Memory (GB)	£8.28
Storage (GB)	
Tier 1(SSD) – boot volumes, additional capacity	£0.24
Tier 2 (SSD & SATA) – mixed workload, file/block	£0.22
Tier 3 (SATA) – Veeam performance tier	£0.18
Object (SATA) – Veeam immutable storage tier	£0.12

2.2 Platform as a Service

PaaS adds maintenance of server OS to Private Cloud IaaS.

2.2.1 Setup

Description	One-off Charge
Per server	£15.00

2.2.2 Rental

Description	Rental /month
Per server	£20.00

3. BaaS & DRaaS

3.1 Veeam Backup & Replication

Description	Charge
Veeam Backup & Replication Licence	POA
Installation & setup /day	
Mon–Fri, 09:30 – 17:30	£882.00
Saturdays and week-day evenings	£1,324.00
Sundays	£1,765.00
Managed service	POA

3.2 Backup as a Service

Description	Rental /yr
Tier 3 (SATA) – Veeam performance tier (GB)	£0.18
Object (SATA) – Veeam immutable storage tier (GB)	£0.12

3.3 Disaster Recovery as a Service

Description	Rental /mth
Virtual Central Processing Unit	£1.46
Memory (GB)	£1.66
Storage (GB)	
Tier 1 (SSD) – boot volumes, additional capacity	£0.24
Tier 2 (SSD & SATA) – mixed workload, file/block	£0.22
Tier 3 (SATA) – Veeam performance tier	£0.18
Object (SATA) – Veeam immutable storage tier	£0.12
Veeam Infrastructure (per customer environment)	£44.25
Veeam Licence (per VM)	£1.02
Network Extension Server (per customer network)	£5.37
Operational setup (1 day)	£41.67
Overages (charged in arrears for usage >30 days /yr)	
Cores	£7.30

Description	Rental /mth
Memory (GB)	£8.28

4. M365 Backup

4.1 Veeam Cloud Connect

Description	Rental /month
Veeam Cloud Connect Licence	£6.10

4.2 Storage

Description	Rental /month
Object (GB)	£0.12

4.3 Commitment

Description	Rental /month
User licences (1-200) per user	£1.31
User licences (201-800) per user	£1.26
User licences (801-1,500) per user	£1.20
User licences (1,501-3,500) per user	£1.14
User licences (3,501-5,000) per user	£1.05
User licences (5,001-10,000) per user	£1.01
User licences (10,001-20,000) per user	£0.99
User licences (20,001-50,000) per user	£0.92
User licences (50,001-100,000) per user	£0.90
Veeam Cloud Connect (1-200)	£4.36
Veeam Cloud Connect (201-800)	£4.21
Veeam Cloud Connect (801-1,500)	£4.00
Veeam Cloud Connect (1,501-3,500)	£3.79
Veeam Cloud Connect (3,501-5,000)	£3.50
Veeam Cloud Connect (5,001-10,000)	£3.36
Veeam Cloud Connect (10,001-20,000)	£3.29
Veeam Cloud Connect (20,001-50,000)	£3.07
Veeam Cloud Connect (50,001-100,000)	£3.00

5. Security Services

5.1 Penetration Testing & Dark Web Monitoring

5.1.1 Penetration Testing

Description	Day Rate
Pen test day	£1,150.00

5.1.2 Dark Web Monitoring

5.1.2.1 Setup

Description	One-off Charge
Setup & first 6 months' monitoring	£1,800.00

5.1.2.2 Rental

Description	Rental /month
Monitoring (additional month)	£300.00

5.2 Network Defence as a Service (CyGlass)

5.2.1.1 Base Product & Add-Ons

Description	Rental /month
User Licence	
CyGlass Base Product	£4.75
Active Directory Add-on	£1.00
M365 Add-on	£0.75
Internet of Things /Devices The Base Product allows up to 3 devices per user, e.g. laptop, tablet, and mobile. This IoT/Devices add-on is for each additional device. For example, if each user has 4 devices, then this add-on is required per user.	£0.65

5.2.1.2 Volume Discounts

Volume Discount	Discount
500–750	15%
751–1,000	20%
1,001–2,500	25%
2,501–5,000	30%

Volume Discount	Discount
5,001–7,000	35%
7,500+	POA

5.2.1.3 Multi-Year Prepay Discounts

Applied to the volume-discounted price.

Multi-Year Prepay Discount	Discount
2 years	8%
3 years	12%

5.3 Check Point Software & Services

We offer an extensive range of Check Point products and services. Pricing for any product is available on request. The following are examples from the Harmony range.

5.3.1 Check Point Harmony

Description	Rental /month
User Licence – Harmony Endpoint Basic	£1.64
User Licence – Harmony Endpoint Advance Protect	£2.79
User Licence – Harmony Endpoint Complete Protect	£4.42
User Licence – Harmony Email & Collaboration Protect	£3.51
User Licence – Harmony Email & Collaboration Advance Protect	£4.39
User Licence – Harmony Email & Collaboration Complete Protect	£5.85
User Licence – Harmony Mobile Basic	£2.73
Monitoring & Management per User Licence	£1.00

5.4 Managed Anti-Malware Service

5.4.1 Introduction

Each service has the following components, with charges based on Tiers, which are the respective quantities of agents (endpoints or servers):

- **MSSP Implementation** – Initial Onboarding and Deployment (non-recurring)
- **AppGuard Endpoint** (annual recurring)
 - Annual AppGuard Licence (endpoint or server)
 - MSSP for Annual AppGuard Licence (endpoint or server)

5.4.2 MSSP Implementation – Initial Onboarding and Deployment

Description	Charge
Initial On-Boarding and Deployment – Tier 1 (1-99)	£500
Initial On-Boarding and Deployment – Tier 2 (100-499)	£1,000
Initial On-Boarding and Deployment – Tier 3 (500-2,499)	£2,000
Initial On-Boarding and Deployment – Tier 4 (2,500-9,999)	£5,000
Initial On-Boarding and Deployment – Tier 5 (10,000+)	£7,500

5.4.3 Annual AppGuard Enterprise Agent Licence

Description	Rental /year
Annual AppGuard Enterprise Agent Licence – Tier 1 (1-99)	£49.14
Annual AppGuard Enterprise Agent Licence – Tier 2 (100-499)	£46.41
Annual AppGuard Enterprise Agent Licence – Tier 3 (500-999)	£43.68
Annual AppGuard Enterprise Agent Licence – Tier 4 (1,000-2,499)	£40.95
Annual AppGuard Enterprise Agent Licence – Tier 5 (2,500-4,999)	£38.22
Annual AppGuard Enterprise Agent Licence – Tier 6 (5,000-9,999)	£35.49
Annual AppGuard Enterprise Agent Licence – Tier (10,000-19,999)	£32.76
Annual AppGuard Enterprise Agent Licence – Tier (20,000+)	£30.03

5.4.4 Annual AppGuard Agent Licence for Server

Description	Rental /year
Annual AppGuard Agent Licence for Windows Server – Tier 1 (1-9)	£73.71
Annual AppGuard Agent Licence for Windows Server – Tier 2 (10-49)	£69.62
Annual AppGuard Agent Licence for Windows Server – Tier 3 (50-99)	£65.52
Annual AppGuard Agent Licence for Windows Server – Tier 4 (100-249)	£61.43
Annual AppGuard Agent Licence for Windows Server – Tier 5 (250-499)	£57.33
Annual AppGuard Agent Licence for Windows Server – Tier 6 (500-999)	£53.23
Annual AppGuard Agent Licence for Windows Server – Tier 7 (1,000-1,999)	£59.14
Annual AppGuard Agent Licence for Windows Server – Tier (2,000+)	£45.05
Annual AppGuard Agent Licence for Linux Server – Tier 1 (1-9)	£73.71
Annual AppGuard Agent Licence for Linux Server – Tier 2 (10-49)	£69.62
Annual AppGuard Agent Licence for Linux Server – Tier 3 (50-99)	£65.52
Annual AppGuard Agent Licence for Linux Server – Tier 4 (100-249)	£61.43
Annual AppGuard Agent Licence for Linux Server – Tier 5 (250-499)	£57.33
Annual AppGuard Agent Licence for Linux Server – Tier 6 (500-999)	£53.23
Annual AppGuard Agent Licence for Linux Server – Tier 7 (1,000-1,999)	£59.14
Annual AppGuard Agent Licence for Linux Server – Tier (2,000+)	£45.05

5.4.5 MSSP for Annual AppGuard Licence

5.4.5.1 Endpoint

Description	Rental /year
Annual AppGuard Enterprise Agent – Tier 1 (1-99)	£12.50
Annual AppGuard Enterprise Agent – Tier 2 (100-499)	£11.50
Annual AppGuard Enterprise Agent – Tier 3 (500-999)	£10.50
Annual AppGuard Enterprise Agent – Tier 4 (1,000-2,499)	£9.50
Annual AppGuard Enterprise Agent – Tier 5 (2,500-4,999)	£8.00
Annual AppGuard Enterprise Agent – Tier 6 (5,000-9,999)	£7.50
Annual AppGuard Enterprise Agent – Tier 7 (10,000-19,999)	£7.00

Annual AppGuard Enterprise Agent – Tier 8 (20,000+)	£6.00
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5.4.5.2 Server

Description	Rental /year
Annual AppGuard Server Agent – Tier 1 (1-9)	£40.00
Annual AppGuard Server Agent – Tier 2 (10-49)	£35.00
Annual AppGuard Server Agent – Tier 3 (50-99)	£30.00
Annual AppGuard Server Agent – Tier 4 (100-249)	£27.50
Annual AppGuard Server Agent – Tier 5 (250-499)	£25.00
Annual AppGuard Server Agent – Tier 6 (500-999)	£22.50
Annual AppGuard Server Agent – Tier 7 (1,000-1,999)	£17.50
Annual AppGuard Server Agent – Tier (2,000+)	£12.50

6. Professional Services

6.1 Professional Services

Grade	Day Rate
CTO as a Service	£850
Project Manager / Service Delivery Manager	£815
Senior Specialist	£815
Specialist	£720
Engineer	£640
ForeSight (any professional service, purchased up front for ad hoc call off)	£680

6.2 Operations In-life Services

6.2.1 Annuity

Grade	Rental /year
ISOC Engineer Tier 1 (call support)	£400
ISOC Engineer Tier 2 (call support)	£450
Ops Specialist Tier 3 (call support)	£650
Engineer (on-site visit)	£750
Specialist (on-site visit)	£850
Senior Specialist (on-site visit)	£950

7. Software

7.1 Microsoft 365 & Office 365

We offer an extensive range of Microsoft software products. The following are examples. Prices were correct as of 23rd April 2024 but are subject to change.

Product	Rental /month
Microsoft 365 Business Basic NCE	£4.90
Office 365 E1 NCE	£8.20
Microsoft 365 Business Standard NCE	£10.30
Microsoft 365 Business Premium NCE	£18.10
Office 365 E3 NCE	£22.00
Microsoft 365 E3 NCE	£33.10
Microsoft 365 E5 NCE	£52.40
Office 365 E5 NCE	£36.40

8. SIP Trunking

8.1 12 Month Rental

Endpoint Type	Connection	Monthly Rental (per channel)
Single	£113.29	£10.17
Enhanced Build	£113.29	£10.17
Active/Standby (active)	£113.29	£10.17
Active/Standby (standby)	£113.29	£3.26 (plus active line rental)
Resilience +	£113.29	£10.17 (plus standard line rental)
Load Share	£113.29	£10.17 (plus standard line rental)

8.2 24 Month Rental

Endpoint Type	Connection	Monthly Rental (per channel)
Single	£113.29	£8.63
Enhanced Build	£113.29	£8.63
Active/Standby (active)	£113.29	£8.63
Active/Standby (standby)	£113.29	£2.80 (plus active line rental)
Resilience +	£113.29	£8.63 (plus standard line rental)
Load Share	£113.29	£8.63 (plus standard line rental)

8.3 36 Month Rental

Endpoint Type	Connection	Monthly Rental (per channel)
Single	£113.29	£7.97
Enhanced Build	£113.29	£7.97
Active/Standby (active)	£113.29	£7.97
Active/Standby (standby)	£113.29	£ (plus active line rental)
Resilience +	£113.29	£7.97 (plus standard line rental)
Load Share	£113.29	£7.97 (plus standard line rental)

8.4 Additional Features

Description	Connection	Monthly Rental
Fraud Management	£0.00	£0.50 (per channel)
UK DDI	£1.00	£0.00

8.5 Call Rates

Destination	Pence per minute
National	1p
O2	4p
Orange	4p
T-Mobile	4p
Vodafone	4p
Network Access Charge (addition to ppm for calls to NGNs)	6p

International call rates are available upon request

9. Contact Centre

9.1 Licence Packages

The following pricing table is for comparative purposes and assumes the following:

- Minimum 12-month agreement.
- Named Host licencing.
- Annual upfront billing.

Concurrent user pricing is also available.

Description	Named User Rental /month	Charge
Resolve	£52.00	Annual Upfront
Impress	£76.00	Annual Upfront
Power	£112.00	Annual Upfront

9.2 Contact Centre Add-Ons

Description	Monthly Recurring Fee	Charge
Dialler	£11.00	Per User
Voice Transcriptions - up to 2500 hours	£2,442.00	Module fee
Voice Transcriptions - Additional hours	£2.00	Per Hour
Extra Recording Storage (up to 6 months)	£10.00	Per User
Extra Recording Storage (up to 12 months)	£15.00	Per User
PCI Phone payment (with Agent Assist)	£25.00	Named User
PCI Phone payment (with Omnichannel)	£33.00	Named User
PCI Phone payment (additional charge for IVR)	£9.00	Named User
Raw Data (Contact Centre)	£4.00	Per User
Raw Data (Case Management)	£5.00	Per User
Text to Speech	£255.00	Module Fee

Voice Bot (50,000 minutes included)	£1,397.00	Module Fee
Voice Bot – Additional 50,000 minutes	£1,397.00	Module Fee
Presence Hub	£6.00	Per User
Puzzel Bot Gateway	£9.00	Per User
SMS Gateway	£143.00	Module Fee
Live Share: Co-browsing	£15.00	Per User
Live Share: Co-browsing & screen share	£19.00	Per User
Live Share: Co-browsing, screen share and video/voip	£23.00	Per User
Case Management	£25.00	Per User
Customer Hub	£7.00	Per User
Consumer Knowledgebase – Including 250,000 web visitor sessions per month	£440.00	Module Fee
Consumer Knowledgebase – For additional sessions batch of 2m	£143.00	Module Fee
Consumer Knowledgebase – Additional user interface/additional language	£143.00	Module Fee
Puzzel Smart BOT	£1,320.00	Module Fee
Puzzel Smart BOT first additional intent model	£440.00	Module Fee
Puzzel Smart BOT second additional intent model	£336.00	Module Fee
Puzzel Smart BOT third additional intent model and further	£110.00	Module Fee
Customer Insight	£12.00	Named User
Performance Management	£12.00	Named User
Puzzel Workforce Management	£15.00	Named User
Puzzel Quality Assurance Core Platform	£15.00	Named User
Puzzel Quality Assurance add on calibration and automation	£2.00	Named User
Puzzel Quality Assurance add on coaching	£7.00	Named User
Digital Engagement Bot Gateway	£440.00	Module Fee
WhatsApp – 10 mps (messages per second)	£209	Module Fee

WhatsApp – 20 mps (messages per second)	£523	Module Fee
WhatsApp – 30 mps (messages per second)	£836	Module Fee
Single Sign On	£1.00	Per User
Puzzel Express Connect SIP Trunk	£468.00	Module Fee
Multi-carrier option	£1.00	Per User

9.3 Contact Centre Training

Training includes a range of mandatory and optional courses to aid in the adoption of your chosen services, as well as optional access to our Learning Management System (LMS) for on-demand online training:

Training Course	Mandatory	Time	Max Attendance	Per Session
Admin Portal Training	Yes	1 day only	8	£1,375.00
Agent Training (1 block)	Yes	1 1/2 hours	15 per block	£390.00
Agent Training (Full day, 4 blocks)	Optional	1 day, max 4 blocks per day	60 (15 per block)	£1,375.00
Agent Train the Trainer Training	Optional	2 x 1/2 days	8	£1,800.00
Case Management (Agents)	Yes – Subject to Purchase	2 1/2 hours	15	£690.00
Case Management (Admin)	Yes – Subject to Purchase	2 1/2 hours	8	£1,375.00
Agent Live Share Training (Block)	Yes – Subject to Purchase	1 hour	15	£390.00
Puzzel Email Training for Agents	Yes – Subject to Purchase	2 1/2 hours	15	£690.00
Call Flow Tool Training	Optional	1 day only	8	£1,375.00
Dialler (set up, administration and using of dialler)	Yes – Subject to Purchase	2 hours	8	£690.00
Webchat (set up, administration, using webchat)	Yes – Subject to Purchase	2 hours	8	£390.00
SMS (set up, administration, using SMS)	Yes – Subject to Purchase	2 hours	8	£390.00

Knowledgebase (set up, administration, using)	Yes – Subject to Purchase	2 hours	8	£390.00
Statistics Training	Optional	1/2 day only	5	£690.00
Raw Data Training (Contact Centre)	Yes – Subject to Purchase	2 hours	8	£690.00
Raw Data Training (Case Management)	Yes – Subject to Purchase	2 hours	8	£690.00
Case Management Reporting Training	Optional	2 hours	8	£690.00
Customer Insight Training	Yes – Subject to Purchase	2 hours	8	£690.00
DE for Agents Training	Yes	1 hour	15	£390.00
DE System Admin Training	Yes	2 hours	8	£690.00
DE Advanced System Admin Training	Optional	2 hours	8	£690.00
DE Chatbot Training	Yes – Subject to Purchase	2 days	4	£1,800.00
Puzzel Academy Pass (LMS)	Optional	N/A – One Off Payment	N/A	£40.00 per licence

9.4 Contact Centre Initial Implementation

Initial one-off setup and implementation costs are based upon discovery.

Puzzel project management, consultation, set-up, and training fees will typically include all the following activities for customers:

- **Detailed Design Workshop** with dedicated Puzzel specialists (including Solution Architect, Delivery Manager and Key Account Manager)
- **Completed Service Description Document** and Call-flow Documentation.
- **Build and testing of all Call Flows** ready for UAT testing.
- **Initial configuration of Contact Centre**, system, and Agents.
- **Training** for Agents, Supervisors / Administrators.
- **Virtual / On-site Go-live support** including Floor Walkers.

Project management, design and initial configuration will be charged at £154.00 per hour with effort estimation based upon the level of features, integrations, and add-ons desired. Additional Professional Services including change requests can be purchased at any time also for £154.00 per hour. Floor Walking service on Go-Live is chargeable at £800.00 per site, per day.

9.5 Contact Centre – Digital Engagement Licence Packages

The below pricing table assumes the following:

- Minimum 12-month agreement.
- Named Host licencing.
- Annual upfront billing.

Concurrent user pricing is also available.

Description	Named User Rental /month	Charge
Discover	£67.00	Per Month
Embrace	£79.00	Per Month

9.5.1 Digital Engagement Add-ons

Description	Named User	Charge
Digital Engagement Schedule a meeting – Including first calendar	£440.00	Module Fee
Digital Engagement Schedule a meeting – Additional Calendars	£149.00	Module Fee
Digital Engagement SMS notifications for meeting booked – 500 SMS included	£149.00	Module Fee
Digital Engagement Additional Domains	£149.00	Module Fee
Digital Engagement – Additional interface	£440.00	Module Fee
Digital Engagement – second additional interface	£143.00	Module Fee
Digital Engagement – third additional interface	£94.00	Module Fee
Digital Engagement – buy unlimited number of additional interfaces	£308.00	Module Fee
Digital Engagement Internal Authentication Service	£149.00	Module Fee
Digital Engagement External Authentication Service	£149.00	Module Fee
Google Analytics	£149.00	Module Fee

Description	Named User	Charge
Digital Engagement Generic API	£149.00	Module Fee
Digital Engagement Dedicated Hosting	£6,028.00	Module Fee
Digital Engagement Account Specific TURN server	£836.00	Module Fee
Digital Engagement Local Data Storage	£1,760.00	Module Fee
Digital Engagement Test Instance	£440.00	Module Fee

9.6 Contact Centre – Case Management

Description	Charge	Price per User
Puzzel Case Management Named User	Annual Upfront	£28.00 per user per month
Customer Hub	Annual Upfront	£7.00 per user per month
Raw Data	Annual Upfront	£5.00 per user per month

9.6.1 Case Management Training

Training Course	Mandatory	Time	Max Attendance	Per Session
Case Management (Agents)	Yes – Subject to Purchase	2 1/2 hours	15	£690.00
Case Management (Admin)	Yes – Subject to Purchase	2 1/2 hours	8	£1,375.00
Raw Data Training (Case Management)	Yes – Subject to Purchase	2 hours	8	£690.00
Case Management Reporting Training	Optional	2 hours	8	£690.00
Puzzel Academy Pass (LMS)	Optional	N/A – One Off Payment	N/A	£40.00 per licence

9.7 Contact Centre – WFM

Description	Named User Rental /month
Puzzel WFM Licence (per Named user per month)	£17.00

Initial Implementation; The below is the expected implementation charge per customer instance:

Description	Duration	Day Rate
Session 1 – Discovery Workshop	0.5 Days	£1,375.00 per day
Session 2 – Setup Training	0.5 Days	£1,375.00 per day
Session 3 – Forecasting and Scheduling Training	0.5 Days	£1,375.00 per day
Session 4 – Go Live Training	0.5 Days	£1,375.00 per day
Puzzel WFM Project Management	3 Days	£1,375.00 per day

The following rate card details daily rates for additional implementation, consultancy, configuration, and Professional Services work:

Description	Unit of Charge	Concurrent User Rental/month
Puzzel WFM Consulting – Platform	Per Day	£1,375.00 per day
Puzzel WFM Consulting – Integration and API	Per Day	£1,375.00 per day
Puzzel WFM integration to external Contact Centre platform	Per Day	£3,300.00 per day

9.8 Contact Centre – Quality Assurance

The below pricing table assumes the following:

- Minimum 12-month agreement.
- Named Host licencing.
- Annual upfront billing.

Concurrent user pricing is also available.

Description	Named User Rental /month	Charge Type
Core Puzzel Quality Assurance Named User licence including Scorecard Builder, Multi-channel Evaluation, configurable QA workflows, interactive real-time feedback, reporting and monitoring, and unlimited integrations.	£15.00	Annual Upfront
Add-On: Calibration and Automated Work-Queues (AWQ)	£2.00	Annual Upfront
Add-On: Coaching and 121s	£7.00	Annual Upfront

9.8.1 Quality Assurance Initial Implementation

Initial one-off setup and implementation costs are based upon discovery.

Puzzel project management, consultation, set-up, and training fees will typically include all the following activities for customers:

- **Detailed Design Workshop** with dedicated Puzzel specialists (including QA Specialist, Delivery Manager and Key Account Manager)
- **Adapter Integration** between your contact centre software and Puzzel Quality Assurance (subject to available APIs)
- **Data Build and Verification** of your instance.
- **Training** for Quality Assurance staff.

Project management, design and initial configuration will be charged at £154.00 per hour with effort estimation based upon the level of features, integrations, and add-ons desired. Additional Professional Services can be purchased at anytime also for £154.00 per hour.

9.8.2 Quality Assurance Training

Training is included within the effort estimation with additional training also available charged at the same rate of £1,375.00 per day. Training courses are either train-the-trainer or direct, delivered virtually. Training is four sessions and these are for administrators / QA staff (not individual agents), max 10 per session:

Session 1 – User management, scorecards, and integration / Work Queues – 2 Hours

Session 2 – Evaluating & Reporting – 1 Hour

Session 3 – Calibration – 1 Hour

Session 4 – Feedback & 121s – 1 Hour

9.9 Contact Centre – Call & Messaging Traffic Charges

Any traffic charges will be charged in pence per minute (ppm), monthly in arrears for any calls and SMS that may be utilised.

9.10 Contact Centre – Support Packages

Description	Rental /month
UK Business Hours (Monday to Friday)	5% of all annual recurring charges
Extended Hours Support – Monday to Friday – 9am to 9pm	7% of all annual recurring charges
24 x 7 Support	10% of all annual recurring charges

10. Digital Voice

10.1 Bundles

	Monthly Rental		
Description	12 months	24 months	36 months
SoGEA 80/20	£71.49	£56.95	£51.74
FTTP 40/10	£68.62	£54.77	£47.34
FTTP 80/20	£70.27	£56.42	£48.89
FTTP 115/20	£72.40	£58.55	£50.94
FTTP 220/30	£74.84	£60.99	£53.36
FTTP 550/75	£93.06	£76.55	£66.20
FTTP 1000/115	£103.01	£86.50	£76.04

Bundle includes connectivity, connection installation, router, ATA or VVX150, power supply, shipping, one single line porting fee, new phone number(s) and Digital Voice Subscription for one user.

10.2 Bundle Add-Ons

	Monthly Rental		
Description	12 months	24 months	36 months
Additional Bundled Subscription – Per User	£6.65	£6.18	£5.70
Additional Bundled Porting – Per Single Line CLI	£1.33	£0.70	£0.49

10.3 Individual Components

10.3.1 Subscriptions

	Monthly Rental		
Description	12 months	24 months	36 months
Digital Voice Subscription – Per User	£7.00	£6.50	£6.00

Subscription includes unlimited UK Landline/Mobile plus Australia, Australia Mobile, Canada, Ireland, Ireland Mobile, New Zealand, New Zealand Mobile, USA and USA Alaska.

10.3.2 Equipment

10.3.2.1 Handsets

Description	Capex	Monthly Rental based on 36 months
Poly VVX 150	£68	£2.19
Poly VVX 250	£136	£4.37
Poly VVX 450	£153	£4.92
Poly VVX x50 Power Supply	£18	£0.58
Yealink W73H – Handset Only	£89	£2.86
Yealink W73P – Handset & Base Station	£142	£4.57

10.3.2.2 Analogue Terminal Adaptor

Description	Capex	Monthly Rental based on 36 months
Cisco ATA 192 (incl. Power Supply)	£95	£3.05
Cisco PA100 Power Supply	£16	£0.51

10.3.2.3 Headsets

Description	Capex	Monthly Rental based on 36 months
Plantronics Blackwire 5220 USB	£83	£2.67
Sennheiser SC165 USB	£71	£2.28
Poly Voyager 5200 Bluetooth Headset	£112	£3.60

10.3.2.4 Delivery

Description	One Off	Monthly Rental based on 36 months
1 – 10 phones	£20.00	£0.64
11 – 30 phones	£45.00	£1.45
31 – 50 phones	£50.00	£1.61
51 – 79 phones	£85.00	£2.73
80 – 100 phones	£115.00	£3.70
101 – 150 phones	£150.00	£4.82
151 – 200 phones	£190.00	£6.11
201 – 250 phones	£220.00	£7.07
251+ phones	POA	POA

10.3.2.5 Porting

Description	One Off	Monthly Rental based on 36 months
Single Line – per CLI	£16.00	£0.51

10.3.2.6 Connectivity

	Monthly Rental		
Description	12 months	24 months	36 months
SoGEA 80/20	£57.57	£47.85	£44.54
FTTP 40/10	£54.55	£45.55	£39.91
FTTP 80/20	£56.29	£47.29	£41.54
FTTP 115/20	£58.53	£49.52	£43.70
FTTP 220/30	£61.10	£52.10	£46.25
FTTP 550/75	£80.29	£68.48	£59.76
TTP 1000/115	£90.75	£78.94	£70.12

Connectivity includes DGA4134 Router.

11. Microsoft Teams Direct Routing & Operator Connect

11.1 User Licences

	Monthly Rental Per User	
Description	< 36 months	36 months
2 – 299 Users	£5.00 (incl. 2000 UK minutes* per user)	£5.00 (incl. 2000 UK & 2000 UK Mobile minutes** per user)
300 – 999 Users	£4.50 (incl. 2000 UK minutes* per user)	£4.50 (incl. 2000 UK & 2000 UK Mobile minutes** per user)
1000+ Users	£4.00 (incl. 2000 UK minutes* per user)	£4.00 (incl. 2000 UK & 2000 UK Mobile minutes** per user)

*Inclusive UK minutes are 01/02/03 numbers only

**Inclusive UK mobile minutes do not include 070/personal numbering

11.2 Bolt-ons

Description	Per User
Mobile Minutes Bundle (2000 UK mobile minutes)	£2.50 – monthly
UK DDI	£1.00 – one-off
Endpoint Cease	£30.00 – one-off
Call Recording – Dubber Lite	£6.50 – per user/month
Call Recording – Dubber Teams	£15.95 – per user/month
Call Recording – Dubber Premier	£39.95 – per user/month

11.3 SIP Trunk Call Manager

SIP Trunk Call Manager is included, but the following bolt-ons are extra:

Description	Monthly Rental Per Number
STCM Announcement	£8.50
STCM Area Based Routing	£28.50
STCM Auto Attendant	£28.50
STCM Limit Call Admission	£71.36

12. Unified Communications

12.1 User Licences

	Monthly Rental Per user		
Description	<36 Months	36 Months	60 Months
UC User Licence	£11.00	£9.00	£8.00

12.2 UC Contact

	Monthly Rental Per User		
Description	<36 Months	36 Months	60 Months
UC Contact – Agent Voice & Email Licence	£34.00	£28.00	£23.00
UC Contact – Agent Web Chat Licence	£12.00	£12.00	£12.00
UC Contact – Supervisor Licence	£50.00	£42.00	£35.00

12.3 Bolt-ons

Description	Monthly Rental Per User
UC Collaborate	£4.50
UC for MS Teams	£1.50
Call Queue Group User	£2.25
Receptionist Console – per receptionist	£26.00
UC Integrator	£0.75
UC Integrator – CRM	£4.00
UC Integrator – Bullhorn	£4.00
UC TAPI Driver	£3.00
UC Desktop Softphone – PC	£0.00
UC Desktop Softphone – Mac	£0.00
UC Smartphone App – Android	£0.00

UC Smartphone App – iOS	£0.00
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12.4 Call Centre

Description	Monthly Rental Per User
UC Call Centre Agent	£6.00
UC Call Centre Agent Client	£15.00
UC Call Centre Supervisor Client	£29.00

12.5 Call Recording

Description	Monthly Rental Per User
Business Call Recording – 3 months retention	£1.50
Business Call Recording – 6 months retention	£1.90
Business Call Recording – 12 months retention	£2.30
Business Call Recording – 36 months retention	£4.50
Business Call Recording – 60 months retention	£10.00
Compliant Call Recording – 7 years retention	£11.50

Call recording can be chosen for a selected number of users

12.6 Managed Changes

12.6.1 Monthly Rental

Number of Change Requests	Monthly Rental
Up to 6 per year	£20.00
Up to 12 per year	£38.00
Up to 24 per year	£72.00
>24 per year	POA

12.6.2 PAYG

Description	SLA	Price per 30 minutes*
Small Change – up to 30 minutes work	Work scheduled within 5 days	£45.00
Small Change – subsequent 30 minute increments	Work scheduled within 5 days	£45.00

Description	SLA	Price per 30 minutes*
Small Change – up to 30 minutes work	Work scheduled within 8 standard business hours	£90.00
Small Change – subsequent 30 minute increments	Work scheduled within 8 standard business hours	£90.00

**Pay As You Go (PAYG) is the only option for customers with 20 users or fewer*

There is a 2 hour maximum time limit for Small Changes

Standard business hours; 9am to 5pm

12.7 Training

Description	Capex	Monthly Rental based on 36 months
Full Day – UC – On Site	£965.00	£31.03
1hr Session – UC – Remote	£177.00	£5.69
Full Day – UC Contact – On site	£1227.00	£39.46
1hr Session – UC Contact – Remote	£214.00	£6.88

12.8 Professional Services

Description	Capex	Monthly Rental based on 36 months
Full Day – UC Configuration	£907.00	£29.17
Half Day – UC Configuration	£597.00	£19.20

12.9 Equipment

12.9.1 Desk Phones & Accessories

Description	Capex	Monthly Rental based on 36 months
Poly VVX 150	£67.95	£2.18
Poly VVX 250	£135.29	£4.35
Poly VVX 450	£152.88	£4.92
Poly VVX450 Expansion Module	£235.24	£7.56
Poly VVX Colour Expansion Module	£217.59	£7.00
Poly VVX x50 Power Supply	£17.94	£0.58
Polycom Trio 8500 Conference Unit	£682.29	£21.94
Polycom Trio 8800 Conference Unit	£923.47	£29.70
Polycom Trio Conference Unit Power Supply	£117.65	£3.78
Polycom Trio Extra Microphones	£258.82	£8.32
Polycom USB WiFi Adaptor	£30.53	£0.98
Polycom Studio USB Bar	£852.88	£27.43
Yealink T46U	£135.29	£4.35
Yealink T46U 10W Power Supply	£14.06	£0.45
Cisco MPP 6851	£158.74	£5.11
Cisco MPP 8841	£235.24	£7.56
Cisco MPP 8851	£276.41	£8.89
Cisco MPP 8861	£249.95	£9.46
Cisco ATA 192	£65.95	£2.49
Cisco MPP 7832 Conference Unit	£376.41	£12.10
Cisco MPP 7832 Power Supply Set	£70.53	£2.27

Cisco MPP 6800 Series Power Supply	£15.24	£0.49
Cisco MPP 8800 Series Power Supply	£29.35	£0.94
Cisco MPP 8800 Series Expansion Module	£276.41	£8.89
Cisco PA100 power supply	£15.24	£0.49

12.9.2 DECT Handsets

Description	Capex	Monthly Rental based on 36 months
Yealink W73P DECT Handset and Base Station	£141.12	£4.54
Yealink W73H DECT Handset Only	£88.18	£2.84
Yealink DECT Repeater	£158.76	£5.11

12.9.3 Headsets

Description	Capex	Monthly Rental based on 36 months
Plantronics Blackwire 5220 USB	£82.29	£2.65
Poly Voyager 5200 Bluetooth Headset	£111.71	£3.59
Poly Voyager 6200 UC Bluetooth Headset	£141.12	£4.54
Poly Voyager 8200 UC Bluetooth Headset	£223.47	£7.19
Poly Voyager Focus UC Bluetooth Headset	£170.53	£5.48
Poly Savi 8220 Headset	£264.65	£8.51
Sennheiser SC 165 USB	£70.53	£2.27
Sennheiser SC 665 USB	£117.59	£3.78

12.9.4 Delivery

Description	Capex	Monthly Rental based on 36 months
1 – 10 phones	£20.00	£0.64
11 – 30 phones	£45.00	£1.45
31 – 50 phones	£50.00	£1.61
51 – 79 phones	£85.00	£2.73
80 – 100 phones	£115.00	£3.70
101 – 150 phones	£150.00	£4.82
151 – 200 phones	£190.00	£6.11
201 – 250 phones	£220.00	£7.07
251+ phones	POA	POA