

Exchange Communications Installations Ltd

GCloud 15 Pricing Document

1CloudTalk Telephony powered by Avaya

1CloudTalk Telephony powered by Avaya is based on a price per month OpEx solution providing more predictable communication costs. Customers are best served by gaining input from Exchange's pre-sales consultants, to ensure the most appropriate and cost effective solution is implemented and aligns with any current technology investments.

Description	Price per User per Month
1CloudTalk Telephony powered by Avaya – Minimum 20 UC users Standard Service Pack – Single DC	£8.83
1CloudTalk Telephony powered by Avaya – Minimum 50 UC users Standard Service Pack – Single DC	£8.49
1CloudTalk Telephony powered by Avaya – Minimum 100 UC Users Standard Service Pack – Single DC	£7.95
1CloudTalk Telephony powered by Avaya – Minimum 200 UC Users Business Continuity Service Pack – Dual DC	£7.25
1CloudTalk Telephony powered by Avaya – Minimum 500 UC users Business Continuity Service Pack – Dual DC	£6.35
1CloudTalk Telephony powered by Avaya – Minimum 1000 UC users Business Continuity Service Pack – Dual DC	£5.25

The solution packs detailed above are based on designs where all users have a UC (Softphone) licence. If additional user licences are required then the same unit price applies.

Optional licences are available to cover additional functionality as detailed below.

1CloudTalk Description	Price per User per Month
ACR Call Reporting	£2.75

Zoom Phone provided by Exchange Communications

Product Line (Tab)	Product	Description	Product Category	Active Host or Named Host	Min Qty	Unit Price
Workplace	Workplace Pro	Zoom One Pro - Meetings (30Hrs, 100 participants), AI Companion, Team Chat, Whiteboard (upto 3), Docs, Clips, Zoom Mail/Calendar, Tasks, Hub, Cloud Storage (10Gb)	Base Products	Named Host	1	£11.69
	Workplace Business	Standard Biz Monthly - As Workplace Pro with Meetings (300 participants), Scheduler, Unlimited Whiteboard, SSO, Device Management	Base Products	Named Host	1	£15.74
	Business Plus - Phone + Workplace Business	Zoom One Business Plus UK/Ireland Monthly - Meeting and Phone bundle with Unlimited regional calling	Base Products	Named Host	10	£18.44
Phone	Zoom Phone UK & IRL	Zoom Phone UK/Ireland Unlimited Calling Named User Monthly	Base Products	Named Host	1	£10.80
	Zoom One Enterprise Essentials	Zoom One Enterprise Essentials: Enterprise Bundle including Meeting (500 attendees), Webinar (500 attendees), Chat, Unlimited Whiteboards, Zoom Rooms (1:25 Ratio), Conference Room Connector (1:25 Ratio), and Translated Captions	Base Products	Named Host	50	£14.65
	Zoom One Enterprise	Zoom One Enterprise: Enterprise bundle including Meeting (500 attendees), Webinar (500 attendees), Phone Pro, Chat and Unlimited Whiteboards.	Base Products	Named Host	10	£16.65
	Zoom One Enterprise Plus	Zoom One Enterprise Plus: Enterprise Bundle including Meeting (1000 attendees), Sessions (1000 attendees), Phone Pro, Chat, Unlimited Whiteboards, Zoom Rooms, Conference Room Connector, and extra security features	Base Products	Named Host	50	£19.98
	Zoom One Enterprise Premier	Zoom One Enterprise Premier: Enterprise bundle including Meeting (1000 attendees), Sessions (1000 attendees), Phone Pro, Unlimited Regional Calling, Chat, Unlimited Whiteboards, Zoom Rooms, Conference Room Connector, extra security features, and Zoom Mesh	Base Products	Named Host	50	£23.31
	Zoom One For Education School and Campus Plus	Education bundle (like Zoom One Business), including Meeting (300 attendees), Chat, Phone Pro, Unlimited Regional Calling, Unlimited Whiteboards, Multi-language captioning & Translations	Base Products	Named Host	20	£9.99

Product Line (Tab)	Product	Description	Product Category	Active Host or Named Host	Min Qty	Unit Price
	Zoom One For Education Enterprise Essentials	Education site-wide bundle (like Zoom One Enterprise Essentials), including Meeting (500 attendees), Webinar (500 attendees), Zoom Rooms + Conference Room Connector, Chat, Unlimited Whiteboards, Multi-language captioning & Translations	Base Products	Named Host	100	£7.33
	Zoom One for Education Enterprise Plus	Education site-wide bundle (like Zoom One Enterprise Plus), including Meeting (1000 attendees), Sessions (1000 attendees), Phone Pro, Zoom Rooms + Conference Room Connector, Chat, Unlimited Whiteboards Plus, Multi-language captioning & Translations	Base Products	Named Host	100	£9.99
	Zoom One For Education Enterprise Premier	Education site-wide bundle (like Zoom One Enterprise Premier), including Meeting (1000 attendees), Sessions (1000 attendees), Phone Pro, Unlimited Regional Calling, Zoom Rooms + Conference Room Connector, Chat, Unlimited Whiteboards Plus, Multi-language captioning & Translations	Base Products	Named Host	100	£13.32
	Business Plus - Phone + Workplace Business	Zoom One Business Plus UK/Ireland Monthly - Meeting and Phone bundle with Unlimited regional calling	Base Products	Named Host	10	£18.44
Scheduler	Scheduler	Zoom Scheduler - Zoom Scheduler optimizes scheduling by sharing your availability for others to conveniently book appointments. Seamlessly integrated with your Zoom Meetings, Zoom Mail and Calendar, and more	Base Products		1	£4.04
Whiteboard	Zoom Whiteboard	Zoom Whiteboard - Unlimited Boards - Optional Add-On to Basic Free and Pro base licenses. Allows user to own an unlimited number of editable boards.	Add-on Services		1	£1.66
	Zoom Whiteboard Plus	Zoom Whiteboard Plus - Unlimited Boards - Whiteboard Plus SKU allows users to get advanced whiteboard functionality such as 3rd party Integrations and Advanced organizational templates	Add-on Services		1	£4.67
Workvivo	Workvivo Business	Workvivo - Workvivo is an employee experience platform (EXP) that unifies internal communications, engagement, intranet, and measurement tools into one super app that captures the organization's heartbeat and connects every employee, no matter where they work.	Add-on Services		1	£5.04
Webinars	Webinars 300	Webinar 300 - Zoom Webinars let you connect with large online audiences and share video, audio, and content from any location and device for better engagement. Capacity is based on attendees.	Add-on Services		1	£63.90

Product Line (Tab)	Product	Description	Product Category	Active Host or Named Host	Min Qty	Unit Price
	Webinars 500	Webinar 500 - Zoom Webinars let you connect with large online audiences and share video, audio, and content from any location and device for better engagement. Capacity is based on attendees.	Add-on Services		1	£92.88
	Webinars 1000	Webinar 1000 - Zoom Webinars let you connect with large online audiences and share video, audio, and content from any location and device for better engagement. Capacity is based on attendees.	Add-on Services		1	£244.80
Events	Events 100	Zoom Events 100 Unlimited - Zoom Events is an all-in-one platform with the power to create virtual and hybrid experiences that attendees will love. Capacity is based on attendees. This SKU offers X attendees per event for an unlimited amount of events. This license comes with 1 Zoom Events hub that includes 1 Hub Owner and 4 Hub Hosts. Additional Hub Hosts can be purchased, if needed.	Add-on Services		1	£99.00
Contact Center	Zoom Contact Center Essentials	Zoom Contact Center Essentials - Software SKU providing access to Core ZCC capabilities	Add-on Services	Named Host	1	£54.32
	Zoom Contact Center Essentials Concurrent	Zoom Contact Center Essentials - Software SKU providing access to Core ZCC capabilities with Active Host model	Add-on Services		1	£85.68
	Zoom Contact Center Premium	Zoom Contact Center Premium - Core ZCC level 2 capabilities with Named Seat Host Model	Add-on Services	Named Host	1	£85.68
	Zoom Contact Center Premium Concurrent	Zoom Contact Center Premium - Core ZCC level 2 capabilities with Active Host model	Add-on Services		1	£115.92
	Zoom Contact Center Elite	Zoom Contact Center Elite - Core ZCC level 3, Expert Assist and WEM capabilities with Named Seat Host Model	Add-on Services	Named Host	1	£128.88
	Zoom Contact Center Elite Concurrent	Zoom Contact Center Elite - Core ZCC level 3, Expert Assist and WEM capabilities with Active Host model	Add-on Services		1	£163.44
Revenue Accelerator	Zoom Revenue Accelerator	Zoom Revenue Accelerator Monthly - Sales conversational intelligence add-on to Zoom Meetings Paid Rate plan or Zoom Phone Metered plan. Licenses must be combined.	Add-on Services	Named Host	1	£52.61
Zoom Phone Calling	Zoom Phone International Calling Add-On	Zoom Phone International Calling Add-On - Unlimited international calling add-on, can only be purchased with: US/CA Unlimited, UK/IE Unlimited, AU/NZ Unlimited, and Zoom Phone Pro Unlimited Domestic Select	Add-on Services	Unlimited	1	£7.20

Product Line (Tab)	Product	Description	Product Category	Active Host or Named Host	Min Qty	Unit Price
	(Requires users to have unlimited calling plan)					
	Zoom Phone Premium Number (Phone number in Hong Kong, plus any high cost countries we add later)	Zoom Phone Premium Number - Premium numbers (Zoom Rest of World) will NOT have a calling plan associated with it.	Add-on Services		1	£10.80
	Zoom Phone UK/Ireland Toll-Free Phone Numbers	Zoom Phone UK/Ireland Toll-Free Phone Numbers - Optional Add-On to Basic Free, Pro, Biz, Enterprise, Enterprise Plus and Zoom Room base licenses. 1 UK unidirectional DID that includes a Toll Free number. Unidirectional in that it does not support Call Out. Must be associated with metered PAYG or Committed Spend plan to be functional. No included minutes.	Add-on Services		1	£3.60
	Zoom Phone Metered License (US/CA, UK/IR, and AU/NZ)	Zoom Phone UK/Ireland Metered Calling Named User - Optional Add-On to Basic Free, Pro, Biz, Enterprise, Enterprise Plus and Zoom Room base licenses. Provides 1 UK DID per license. Must be combined with Zoom Phone Metered Rate Plan.	Add-on Services	Metered	1	£7.20
	Zoom Phone Common Area Only	Zoom Phone Common Area - Common Area Phone Only SKU	Add-on Services		1	£2.88
	Zoom Phone "Power Pack"	Zoom Phone Power Pack - PBX Pro features	Add-on Services		1	£18.00
	Additional Phone Numbers	Zoom Phone UK/Ireland Phone Numbers - Optional Add-On to Basic Free, Pro, Biz, Enterprise, Enterprise Plus and Zoom Room base licenses. 1 additional UK DID license.	Add-on Services	Metered	1	£3.60
	Zoom Phone for Microsoft Teams	Zoom Phone for Microsoft Teams - This SKU enables the ability to enable Direct Routing as Service for a user	Add-on Services		1	£2.00
Zoom Contact Centre add-ons	Zoom Workforce Management	Zoom Workforce Management - Workforce Management is the systematic management of agents based on historical trends, future plans, and reactions to unplanned events - primarily consisting of scheduling, forecasting and intraday management.	Add-on Services		1	£13.32

Product Line (Tab)	Product	Description	Product Category	Active Host or Named Host	Min Qty	Unit Price
	Zoom Quality Management	Zoom Quality Management - Quality management software is designed to help contact centers track and analyze customer interactions, measure agent performance, provide actionable insights, and proactively identify areas for improvement while maintaining organizational compliance	Add-on Services		1	£21.60
	Zoom Advanced Quality Management	Zoom Advanced Quality Management - Advanced Quality management software is designed to help contact centers track and analyze customer interactions and measure agent performance at scale using generative AI while providing actionable insights, and proactively identify areas for improvement while maintaining organizational compliance	Add-on Services		1	£43.20
Cloud Storage	Cloud Storage	Cloud Recording 30 GB	Add-on Services		1	£6.66
	Zoom Contact Center Cloud Storage	Zoom Contact Center Cloud Storage 30 GB	Add-on Services		1	£6.66
Zoom Rooms & CRC	Zoom Rooms	Zoom Rooms	Add-on Services	Price per room	1	£35.10
	CRC	Room Connector Monthly	Add-on Services		1	£35.10
	Workspace Reservation	Workspace Reservation - With Workspace Reservation from Zoom, users can use the Zoom platform they already work in to connect them to space(s) in the office when needed. Workspace Reservation allows admins to easily set up workspaces (Desks and Rooms) in the office, and users to be able to reserve these rooms. This can be leveraged by daily in-office workers looking for flexible spaces or by mostly remote employees looking for a place to land for now (and everyone in between).	Add-on Services		1	£1.00
Large Meeting	Meetings 500	Large Meeting - 500 Participants meetings	Add-on Services	Named Host	1	£36.00
	Meetings 1000	Large Meeting - 1000 Participants meetings	Add-on Services	Named Host	1	£107.10
Zoom Mesh	Zoom Mesh for Webinars and Events	Zoom Mesh for Events and Webinar - Zoom Mesh is a native eCDN solution designed to address customer network bandwidth constraints for Zoom Webinar and Events by using a dynamically created cloud-controlled client peering mesh and rebroadcasting	Add-on Services		1	£0.17

Product Line (Tab)	Product	Description	Product Category	Active Host or Named Host	Min Qty	Unit Price
		technology to preserve the Zoom experience while minimizing additional bandwidth investments. A minimum annual commitment is required.				
	Zoom Mesh for Meetings	Zoom Mesh for Meetings - Zoom Mesh for Meetings is a native eCDN solution that improves Internet bandwidth efficiency during Zoom meetings with four or more participants by consolidating and redistributing downstream media within a customer's local area network, allowing select participants to forward streams to others, thus reducing the total number of streams from the cloud and significantly lowering overall Internet bandwidth consumption	Add-on Services		1	£0.22
Custom AI Companion	Zoom Custom AI Companion	Zoom Custom AI Companion Monthly	Add-on Services		1	£8.64
Translation	Zoom Translated Captions	Zoom Translated Captions - Translated Captions allow customers to enable auto-generated translations. When turned on, translations will appear in the caption box. Users can also turn on full transcript and follow translations on the side bar.	Add-on Services		1	£3.33
Zoom Virtual Agent	Zoom Virtual Agent	Zoom Virtual Agent - Zoom Virtual Agent is a Conversational AI and Chatbot solution - Upto 5000 cons	Add-on Services		1	£2,997.00
Visitor Management	Visitor Management	Visitor Management - Visitor Management gives organizations the ability to manage visitors that come to any given location. Admins have the ability to set rules/guidelines for visitors that include questionnaires to fill out, view reports of how many people have visited, designate roles on who can/cannot invite users etc. Employees have ability to invite visitors and send out invitations to their visitors. Visitors have ability to register as a guest, fill out questionnaires and check-in.	Add-on Services		1	£1.44
Zoom Compliance Manager	Zoom Compliance Manager	ZCM powered by Theta Lake Monthly	Add-on Services		1	£4.32

Storm CONTACT provided by Exchange Communications

storm CONTACT is an Omni-Channel CCaaS (Contact Centre as a Service) solution for inbound and outbound interactions, delivering iACD® (Intelligent Automated Contact Distribution) for any size of organisation. This connects people and devices to the best automated or live resources however, wherever, whenever and in whatever quantity they interact.

Pricing for storm consists of the following elements:

- Setup fees: One-off charges covering professional services and activation of licensable elements such as users and software services.
- Seat fees: Licences charged monthly. Includes fixed and concurrent seat basis depending on the licence.
- Usage charges: Fees based upon actual service usage, such as per-minute call charges, recording charges, SMS and email charges.

The storm licensing model is designed to be modular and flexible, providing a high degree of choice in the functionality provided to customers. Customers can choose how many seat licences of each type they require and can upgrade their service with a range of additional feature licences and optional services. Licensing is based on seat usage. The following licence types may be available for each type of user or feature:

- Administrator: Provides access to administrator portals including Admin Portal™, CONTACT, Back Office, FLOW™ and DATA MANAGEMENT™. Administrators require a hardware security key. If an administrator is required to use telephony or multi-channel services, a user or agent licence must also be assigned.
- Base Security: A base security licence for a product. A base security licence is required in order to create a named user on storm. Concurrent feature licences are added as required, allowing the user to access a combination of services. Base security licences ensure that the service is only accessed by authorised users.
- Concurrent: In addition to a base licence, users must be assigned concurrent feature licences to enable features or communication channels (voice calls, emails, social media, call recording etc.). Concurrent feature licences give a single user access to the system and are shared between base users. Agents and supervisors can only log into services if concurrent feature licences of the types assigned to them are available.
- Named: Licensing for administrators, Reporting, Recording Manager, and certain agent features, is based on a fixed-seat/named user model. This means that a fixed-seat licence is assigned to a singlenamed user and only that user can log in to use services. Administrators also require a hardware security key for two-factor authentication.
- Contingency: In addition to concurrent licences, it is possible to purchase contingency licences for certain features. A contingency licence is a reserve concurrent licence for times when, due to unexpected demand, an organisation needs more agents using features at the same time.

Contingency licences are charged at a fractional monthly rate (usually 25% of full cost) to maintain extra capacity. A full monthly concurrent licence fee is only charged if the contingency licence is used within a given billing period. Organisations are charged a full concurrent licence fee for the contingency licences activated concurrently, over and above their standard allocation

Concurrent Licences - All named contact centre agents and supervisors added to the system require a base licence. In addition to this base licence, users must be assigned concurrent feature licences to enable features or communication channels such as voice calls, emails, social media, call recording etc. Concurrent feature licences a single user access to the system and are shared between base users. Agents and supervisors can only log in to use services if concurrent feature licences of the types assigned to them are available. For example, an organisation may order 150 agent base licences, 50 concurrent voice licences and 50 concurrent call recording licences. All 150 agents are assigned a voice and call recording licence. This means 150 named agents can be created on the system, but only 50 agents can log in to use voice services with call recording at any one time. When all concurrent feature licences of a certain type are in use, no further agents with the feature assigned to them will be permitted to log in. Some features, such as agent-assisted payments and CTI integration, are provided on a named user basis. This means that the feature licence can only be assigned to a single named user, and only that user can log in to use it.

Contingency Licencing - In addition to concurrent licences, it is possible to purchase contingency licences for certain features. A contingency licence is a reserve concurrent licence kept in hand for times when unexpected demand may mean that an organisation needs more agents logged in and using features at the same time. Contingency licences are charged at a fractional monthly rate (usually 25% of full cost) in order to maintain the extra capacity. A full monthly concurrent licence fee is only charged if the contingency licence is used within a given billing period. Organisations are charged a full concurrent licence fee for the number of contingency licences that have been activated concurrently, over and above their standard concurrent licence allocation.

Named User Licencing - Licensing for administrators, Back Office users, Reporting, Recording Manager, and certain agent features, is based on a fixed-seat/named user model. This means that a fixed-seat licence is assigned to a single-named user and only that user can log in to use services. Administrators also require a hardware security key for two-factor authentication.

Licence	Description	One-Off Billing Type	One-Off Charge	Concurrent Monthly Billing Type	Concurrent Monthly Charge	Named Monthly Billing Type	Named Monthly Charge
Agent Licence							
CONTACT: Base Security Licence	A CONTACT: Base Security Licence comprises a one-time activation fee and an ongoing security fee per named user. All named users using contact centre, supervisor, or administrator licences need a security licence, with the exception of UC and Teams users. 1 Day of Level 1 Professional Services (PS) required for Single Sign-On (SSO) set up.	Activation Per User	£47.50	Per Named User	£4.50	Per Named User	£4.50
CONTACT: Voice	CONTACT: Voice permits an agent to handle inbound and outbound voice calls, includes intelligent routing, and a recording licence.	N/A	£-	Per Concurrent Licence	£63.90	Per Named User	£43.14
CONTACT: Omni-Channel	A CONTACT: Omni-Channel Licence comprises both CONTACT: Voice and CONTACT: Digital. CONTACT: Voice permits an agent to handle inbound and outbound voice calls, includes intelligent routing, recording licence. Excludes OUTBOUND Dialer. CONTACT: Digital permits an agent to service up to 4 digital channels from the following list: Facebook, Viber, Trustpilot, WhatsApp, Web chat, Email, SMS, Line, Instagram, and work item routing.	N/A	£-	Per Concurrent Licence	£79.20	Per Named User	£53.46
CONTACT: Digital (Additional)	Add-on to the CONTACT: Omni-Channel Licence. The CONTACT: Digital (Additional) Licence permits an agent to handle an extra channel, i.e. increasing from 4 to 5 channels. Increases are applicable to all agents.	N/A	£-	Per Concurrent Licence	£13.64	Per Named User	£9.00
CONTACT: Supervisor	This is an add-on to the CONTACT: Omni-Channel Licence. I.e. all supervisors require a CONTACT: Omnichannel licence and a CONTACT: Supervisor licence. A CONTACT: Supervisor Licence entitles a user to agent management and monitoring functions, supervisor listen-in, whisper, and barge-in. storm CONDUCTOR is an add on	N/A	£-	Per Named User	£13.64	Per Named User	£9.00

Licence	Description	One-Off Billing Type	One-Off Charge	Concurrent Monthly Billing Type	Concurrent Monthly Charge	Named Monthly Billing Type	Named Monthly Charge
Add-on Functionality to Agent Licence							
storm INTEGRATE Standard	INTEGRATE is storm's API library that enables integration with a third party database or CRM. storm INTEGRATE Standard is an add-on to an agent licence and enables the two way transfer of information between a standard third-party system or database and storm. Standard integrations must come from the approved list (ie: MS Dynamics and Salesforce). Charge per integration.	Professional Services	To be Scoped	Per Concurrent Licence	£10.13	Per Named User	£6.70
storm Integrate Custom	storm INTEGRATE Custom is an add-on to an agent licence and enables the two way transfer of information between a custom third-party system or database (not supported) and storm. Charge is POA.	Professional Services	To Be Scoped	Per Concurrent Licence	POA	Per Named User	POA
storm WFM (Workforce Management) - Agent	WFM is storm's intelligent workforce management solution that enables organisations to generate omni-channel forecasts, create agent schedules, track Intraday performance, and review and respond to requests. Agents are able to view their own schedule, make time-off requests, and provide information about their own availability through the storm DTA. Each agent requires a storm WFM licence to access the WFM functionality through DTA. This licence is not required to schedule an agent in WFM.	Professional Services	To be Scoped	Per Named User	£27.00	Per Named User	£27.00
storm WFM Intraday Manager	WFM is storm's intelligent workforce management solution that enables organisations to generate omni-channel forecasts, create agent schedules, track Intraday performance, and review and respond to requests. Intraday managers are responsible for day-to-day management of Schedules and Agents. The Intraday Manager is able to view Agent Schedules, Requests, and Intraday data (including Agent	N/A	£-	Per Named User	£58.50	Per Named User	£58.50

Licence	Description	One-Off Billing Type	One-Off Charge	Concurrent Monthly Billing Type	Concurrent Monthly Charge	Named Monthly Billing Type	Named Monthly Charge
	Adherence). They are capable of responding to the current situation in a Contact Centre and have responsibility for the people they manage. WFM Intraday Manager licence is only available with storm WFM.						
storm CKS Standard	CKS (Customer Knowledge System) is storm's Customer Data Platform (CDP), which unifies customer data at scale, across every integrated system or database, and storm. CKS can be deployed as part of a multi-module storm solution, or as a standalone solution. CKS fully integrates into the Desktop Task Assistant (DTA), giving agents full visibility of the customer journey all in one place. storm CKS Standard provides a standard CKS deployment only. No custom integration with a third-party/in-house CRM supported. Licence charge for storm CKS Standard includes customer journey mapping within DTA	Professional Services	To be Scoped	Per Named User	£20.26	Per Named User	£20.26
storm CKS Custom	CKS (Customer Knowledge System) is storm's Customer Data Platform (CDP), which unifies customer data at scale, across every integrated system or database. CKS can be deployed as part of a multi-module storm solution, or as a standalone. CKS fully integrates into Desktop Task Assistant (DTA), giving agents full visibility of the customer journey all in one place. storm CKS Custom provides an enhanced CKS deployment. Custom integration with a in-house CRM supported.	Professional Services	To be Scoped	Per Named User	POA	Per Named User	POA
storm Knowledge Management	storm Knowledge Management is an information creation and management tool that provides multi-channel support for articles and decision trees. Knowledge Management can be deployed as a standalone on both the agent and customer side, including public websites for FAQs. Knowledge Management can also be integrated with both chat bots and storm DTA	Professional Services	To be Scoped	Per Named User	POA	Per Named User	POA

Licence	Description	One-Off Billing Type	One-Off Charge	Concurrent Monthly Billing Type	Concurrent Monthly Charge	Named Monthly Billing Type	Named Monthly Charge
storm OUTBOUND	OUTBOUND is storm's hosted dialer solution. OUTBOUND offers integrated outbound campaign management and support for digital channels (ie email and SMS) This is an add-on to an agent licence. A storm OUTBOUND licence is required for Outbound Dialer agents.	N/A	£-	Per Concurrent Licence	£36.00	Per Named User	£23.76
storm PADLOCK	PADLOCK is storm's agent-assisted payments solution. PADLOCK allows CONTACT agents to process Level 1 PCI DSS-compliant credit card payments. Dual-Tone Multi Frequency (DTMF) suppression ensures the agent only hears monotones for each press of a button, and asterisks representing the numbers are displayed on screen. Transactional fee not included.	N/A	£-	Per Named User	£20.26	Per Named User	£20.26
storm Padlock +	Adding the capability of refunding payments to standard storm PADLOCK™. Requires storm PADLOCK™.	N/A	£-	Per Named User	£3.60	Per Named User	£3.60
storm QM (Quality Management) - Agent	QM (Quality Management) is storm's quality management solution that provides post-interaction analysis and reporting facilities, and customisable score sheets which can be adapted to unique evaluation criteria and KPIs. This licence enables an agent's interactions to be scored via storm QM. storm QM - Agent, storm QM - Administrator, and storm QM - Evaluator are required for storm QM deployment.	N/A	£-	Per Concurrent Licence	£6.82	Per Named Agent	£4.50
Cobrowse (Web Only)	The ability for an agent to cobrowse a customer's screen. In co-browse, the agent can interact with the customer's screen, such as drawing and pointer tools, and remote control. A Web Only Cobrowse licence allows the agent to cobrowse using desktop web applications	N/A	£-	Per Named User	£14.40	Per Named User	£14.40

Cobrowse (All Platforms)	The ability for an agent to cobrowse a customer's screen. In cobrowse, the agent can interact with the customer's screen, such as drawing and pointer tools, and remote control. An All Platforms Cobrowse licence allows the agent to cobrowse using desktop web applications and also using desktop/mobile native applications (e.g., Android, iOS, Windows, MacOS)	N/A	£-	Per Named User	£27.00	Per Named User	£27.00
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Licence	Description	One-Off Billing Type	One-Off Charge	Concurrent Monthly Billing Type	Concurrent Monthly Charge	Named Monthly Billing Type	Named Monthly Charge
Automation and AI (FLOW and Machine Agents)							
storm FLOW	FLOW is storm's no-code, omni-channel service creation tool. Using FLOW, customers can create dynamic services that retrieve information from external data sources and intelligently route customer journeys to the right person or Machine Agent	N/A	£-	Per Named User	£506.26	Per Named User	£506.26
storm RTAS (RealTime Transcription and Summarisation)	storm RTAS is an AI capability leveraged within the storm DTA. storm RTAS provides the ability to transcribe a call in real-time and generate a summary of the interaction using generative AI. The transcription appears on screen in real-time. The summary can be generated on demand and edited by the agent. Bespoke templates for summaries can be selected. Administrators create and manage all summary templates in storm STUDIO. PS can be purchased for prompt engineering services for summaries. Fair Usage: 100 hours per month	Professional Services	To be Scoped	Per Concurrent Licence	£27.00	Per Named Agent	£27.00
storm RTAS (Usage)	storm RTAS (Real-time Transcription & Summarisation) (Usage) accounts for any additional usage of RTAS above the fair usage.	N/A	£-	Per Hour	£0.63	Per Hour	£0.63

Licence	Description	One-Off Billing Type	One-Off Charge	Concurrent Monthly Billing Type	Concurrent Monthly Charge	Named Monthly Billing Type	Named Monthly Charge
storm Machine Agent - Voice Chat(Bot)	storm MACHINE AGENT is storm's virtual customer assistant; an AI agent that delivers conversational self-service across voice, digital channels, and social media. storm MACHINE AGENT self-service capabilities include: · Automation of pre-interaction processes such as capturing intent and Identification and Verification (ID&V) using NLP and voice biometrics · Simple issue resolution such as answering common questions, and seamless handoffs to human agents for more complex issues. · Intent-based routing to direct queries to the best-suited automated resource or agent. storm MACHINE AGENT leverages third-party AI conversational models through brain®, and is configurable using the storm FLOW™ customer journey orchestration tool.storm MACHINE AGENT – Voice Chat[bot] offers concurrent use of MACHINE AGENT for voice calls. Charge is per concurrent MACHINE AGENT while a call is in the Machine Agent – Voice action cell. Usage not included.	Professional Services	To be Scoped	Per Concurrent Machine agent	£22.50	Per Concurrent Machine agent	£22.50
storm Machine Agent (Voice Usage)	storm Machine Agent is storm's virtual customer assistant. storm Machine Agent (Voice Usage) is charged per hour. Per hour usage can be bundled, and sold on an MRC (Monthly Recurring Charge) basis, on a 'Price x Quantity' model.	N/A	£-	Per hour used	£1.80	Per hour used	£1.80

Licence	Description	One-Off Billing Type	One-Off Charge	Concurrent Monthly Billing Type	Concurrent Monthly Charge	Named Monthly Billing Type	Named Monthly Charge
storm Machine Agent - Digital Chat (Bot)	storm MACHINE AGENT is storm's virtual customer assistant; an AI agent that delivers conversational self-service across voice, digital channels, and social media. storm MACHINE AGENT self-service capabilities include: · Automation of pre-interaction processes such as capturing intent and Identification and Verification (ID&V) using NLP and voice biometrics · Simple issue resolution such as answering common questions, and seamless handoffs to human agents for more complex issues. · Intent-based routing to direct queries to the best-suited automated resource or agent. storm MACHINE AGENT leverages third-party AI conversational models through brain®, and is configurable using the storm FLOW™ customer journey orchestration tool. storm MACHINE AGENT – Digital Chat[bot] offers use of MACHINE AGENT for digital interactions. Usage not included	Professional Services	To be Scoped	Per Concurrent Machine agent	£22.50	Per Concurrent Machine agent	£22.50
storm Machine Agent (Digital Usage)	storm MACHINE AGENT (Digital Usage) is charged per interaction (max 10 queries). A query is a question, e.g. "What is the status on my case?", and a single interaction comprises 10 questions. Usage can be bundled, and sold on an MRC (Monthly Recurring Charge) basis, on a 'Price x Quantity' model.	N/A	£-	Per interaction	£0.13	Per Interaction	£0.13

Management Information		One-Off Billing Type	One-Off Charge	Concurrent Monthly Billing Type	Concurrent Monthly Charge	Named Monthly Billing Type	Named Monthly Charge
storm VIEW	VIEW is storm's real-time and historical reporting tool. A storm VIEW licence is required in order to build historical reports and display statistics in real time.	N/A	£-	Per Named User	£360.00	Per Named User	£360.00
storm VIEW™ Wallboard	A storm VIEW Wallboard licence permits basic wallboard reporting. Wallboards display selected real-time and historical dashboards, and can be configured to cycle through numerous dashboard automatically.	N/A	£-	Per Named User	£50.63	Per Named User	£50.63
storm VIEW Report Reader	A storm VIEW Report Reader licence is required for viewing historical reports	N/A	£-	Per Named User	£50.63	Per Named User	£50.63

Service Management		One-Off Billing Type	One-Off Charge	Concurrent Monthly Billing Type	Concurrent Monthly Charge	Named Monthly Billing Type	Named Monthly Charge
Service Level Management: Quarterly Service Review	A Quarterly Service Review with a member of the Service Management Team. Details as defined in the Service Level Agreement. x1 Professional Services day per month included	N/A		Monthly	£1,215.00	Monthly	£1,215.00
Service Level Management: Monthly Service Review	A Monthly Service Review with a member of the Service Management Team. Details as defined in the Service Level Agreement. x2 Professional Services days per month included	N/A		Monthly	£2,430.00	Monthly	£2,430.00

Service Management: Named Service Manager with Quarterly Service Review	Quarterly Service Review with a Named Service Manager. Details as defined in the Service Level Agreement. x4 Professional Services days per month included	N/A		Monthly	£4,860.00	Monthly	£4,860.00
Service Management: Named Service Manager with Monthly Service Review	Monthly Service Review with a Named Service Manager. Details as defined in the Service Level Agreement. x5 Professional Services days per month included	N/A		Monthly	£6,075.00	Monthly	£6,075.00

Custom Success		One-Off Billing Type	One-Off Charge	Concurrent Monthly Billing Type	Concurrent Monthly Charge	Named Monthly Billing Type	Named Monthly Charge
Customer Success: Named CS Manager with Quarterly Service Review	A Quarterly Service Review with a dedicated member of the Customer Success team. Customer Success Director can be requested. Charge for the Customer Success Director instead of a Named Customer Success Manager is POA. Sessions are dedicated to ensuring the most appropriate services are deployed that can directly address the challenges the organisation is seeking to resolve. The latest CX and UX sector specific research are shared in these sessions, as part of horizon scanning. There are 8 services on offer: Baseline Assessment, Operational Assessment, CX Journey Mapping, EX Mindset Matters, Voice of the Customer, Exploratory Data Audit, TX Overlay and Return on Investment. Consumption of Professional Services Days to be agreed.	N/A		Monthly	£1,755.00	Monthly	£1,755.00

Customer Success: Named CS Manager with Monthly Service Review	A Monthly Service Review with a dedicated member of the Customer Success team. Customer Success Director can be requested. Charge for the Customer Success Director instead of a Named Customer Success Manager is POA. Sessions are dedicated to ensuring the most appropriate services are deployed that can directly address the challenges the organisation is seeking to resolve. The latest CX and UX sector specific research are shared in these sessions, as part of horizon scanning. There are 8 services on offer: Baseline Assessment, Operational Assessment, CX Journey Mapping, EX Mindset Matters, Voice of the Customer, Exploratory Data Audit, TX Overlay and Return on Investment. Consumption of Professional Services Days to be agreed.	N/A		Monthly	£3,510.00	Monthly	£3,510.00
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UC and Teams		One-Off Billing Type	One-Off Charge	Concurrent Monthly Billing Type	Concurrent Monthly Charge	Named Monthly Billing Type	Named Monthly Charge
storm UC	storm UC is storm's unified communications solution, which enables back office users to have voice capability through storm. UC offers intelligent call routing and IVR services, hunt group and treatment configuration, and one-click or call-activated disaster recovery. The Base Security licence is included with storm UC.	Activation Per User	£9.50	Per Named User	£5.40	Per Named User	£1.44
storm Teams Recording - Voice	A storm Teams Recording - Voice licence allows audio recording of Microsoft Teams interactions.	N/A	£-	Per Named User	£9.00	Per Named User	£4.95
storm Teams Recording - Video	A storm Teams Recording - Video licence allows video recording of Microsoft Teams interactions.	N/A	£-	Per Named User	£31.50	Per Named User	£31.50

storm INTEGRATE™: Microsoft Teams	A storm INTEGRATE: Microsoft Teams User licence allows the presence of a Teams user to be shared with storm so an agent can transfer a call to them. Requires a DDI.	N/A	£-	Per Named User	£1.44	Per Named User	£1.44
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Administrators		One-Off Billing Type	One-Off Charge	Concurrent Monthly Billing Type	Concurrent Monthly Charge	Named Monthly Billing Type	Named Monthly Charge
storm WFM Administrator	WFM is storm's intelligent workforce management solution that enables organisations to generate omni-channel forecasts, create agent schedules, track Intraday performance, and review and respond to requests. Administrators ensure a Contact Centre is appropriately resourced for the anticipated demand, and are responsible for all Forecasting, Planning, Scheduling, System and Agent Management functions. Administrators are capable of configuring system settings, defining Shift Templates, Contracts, and Rotations, developing Forecasts, and producing Plans and Schedules. Each administrator requires a storm WFM Administrator licence to access storm WFM	N/A	£-	Per Named Administrator	£90.00	Per Named Administrator	£90.00
storm CONDUCTOR Administrator - Level 1	storm CONDUCTOR is storm's omni-channel service management tool. CONDUCTOR users can manage their services from within the CONDUCTOR interface (level of access depending). Level 1 provides access to the CONDUCTOR Overview page (i.e. storm LITE). This page is unique to Level 1, and provides basic capabilities including add users and queues, and edit users and queues. storm LITE will also have access to pre-built services in the command centre, along with some basic prompt management capabilities	N/A	£-	Per Named Administrator	£9.00	Per Named Administrator	£9.00

Administrators		One-Off Billing Type	One-Off Charge	Concurrent Monthly Billing Type	Concurrent Monthly Charge	Named Monthly Billing Type	Named Monthly Charge
storm CONDUCTOR Administrator - Level 2	storm CONDUCTOR is storm's omni-channel service management tool. Level 2 provides access to a sub-set of CONDUCTOR capabilities and is an add-on to the CONTACT Supervisor licence. Level 2 is designed for Supervisors; to allow them to change routing without possessing an administrator licence (storm CONDUCTOR Level 3). The main capabilities of a Level 2 user are: · Adjust Services and Parameters through the Command Centre. · Create and Update Announcements and Prompts · Create and Update Matching Rule Schedules	N/A	£-	Per Named Administrator	£90.00	Per Named Administrator	£90.00
storm CONDUCTOR Administrator - Level 3	storm CONDUCTOR is storm's omni-channel service management tool. Level 3 provides access to the full range of CONDUCTOR capabilities. Level 3 is designed for Administrators;	N/A	£-	Per Named Administrator	£225.00	Per Named Administrator	£225.00
storm DATA MANAGEMENT™	DATA MANAGEMENT allows information to be imported from a third-party database and used to create databases on storm. This data can be applied within storm, for example, to create customised contact lists for mass outbound campaigns, and in FLOW to retrieve records for display or deletion.	N/A	£-	Per Named User	£135.00	Per Named User	£135.00
storm Quality Management - Evaluator	QM (Quality Management) is storm's quality management solution that provides postinteraction analysis and reporting facilities, and customisable score sheets which can be adapted to unique evaluation criteria and KPIs. This licence enables a user to score interactions in storm QM. storm QM - Agent, storm QM - Administrator, and storm QM - Evaluator are required for storm QM deployment	N/A	£-	Per Named User	£27.00	Per Named User	£27.00

Administrators		One-Off Billing Type	One-Off Charge	Concurrent Monthly Billing Type	Concurrent Monthly Charge	Named Monthly Billing Type	Named Monthly Charge
storm Quality Management - Administrator	QM (Quality Management) is storm's quality management solution that provides postinteraction analysis and reporting facilities, and customisable score sheets which can be adapted to unique evaluation criteria and KPIs. This licence includes the capabilities of a storm Quality Management - Evaluator and provides users with administrative capabilities such as to create scorecards and to administer the Quality Management settings. storm QM - Agent, storm QM - Administrator, and storm QM - Evaluator are required for storm QM deployment	N/A	£-	Per Named Administrator	£67.50	Per Named Administrator	£67.50
storm CKS Administrator	CKS (Customer Knowledge System) is storm's Customer Data Platform (CDP), which unifies customer data at scale, across every integrated system or database, and storm. The CKS Administrator licence provides the ability to create and manage forms, and set up form dynamics, using the drag-and drop form builder	N/A	£-	Per Named User	£135.00	Per Named User	£135.00
storm Recording Manager	The storm Recording Manager licence allows a user to see and manage all recordings	N/A	£-	Per Named User	£27.00	Per Named User	£27.00

Other Items		One-Off Billing Type	One-Off Charge	Concurrent Monthly Billing Type	Concurrent Monthly Charge	Named Monthly Billing Type	Named Monthly Charge
storm SCREEN RECORDING	SCREEN RECORDING provides the screen recording capability within storm. SCREEN RECORDING enables organisations to record and monitor their agents' screen activity in real time. Recordings can be viewed in storm RECORDER. Charge per agent for storm screen recording - records one screen. Storage not included.	N/A	£-	Per Concurrent Licence	£6.82	Per Named User	£4.50
storm SCREEN RECORDING Additional Screen	Charge for an additional screen for an agent. Storage not included.	N/A	£-	Per Screen	£2.26	Per Screen	£2.26
storm Storage	Recording storage per terabyte. Required for recording of calls, digital and CKS data.	Per TB	£950.00	Per TB	£101.26	Per TB	£101.26
storm LOCK	LOCK is storm's automated payments solution. Provides Level 1 PCI DSS compliance through an automated IVR process. In this self-service system, payments can be taken 24/7/365 with no customer service agent involvement required. The customer submits their details via touchtone inputs	Per Service	£950.00	Per Service	£1,012.50	Per Service	£1,012.50
storm Payment Service Provider connector	This is the connector to a Payment Service Provider, required for LOCK and/or PADLOCK	Professional Services	To be Scoped	Per Merchant Account	£1,012.50	Per Merchant Account	£1,012.50
storm CDR Retention Fee	The Call Detail Record (CDR) retention fee is for maintaining call data records beyond the 12 month limit. E.g., to retain call data records for 24 months, 2x the yearly fee is required.	N/A	£-	Per additional Year	£90.00	Per additional Year	£90.00
storm ASK	storm ASK is a multi-channel, CSAT survey solution for automated voice calls, SMS, email, and web chat channels. ASK surveys and	To Be Scoped	£-	Per Partition	£90.00	Per Partition	£90.00

	survey flows are configured in storm FLOW™ using multiple choice and open question types. Customer groups and access points can be defined in advance or created on the spot, or targeted to specific customers. ASK surveys can be managed through storm CONDUCTOR™, and enabled and disabled at a click. Customers can have real-time visibility and historical reporting on completed surveys across all channels using the storm VIEW™ reporting solution. Automated collection and distribution of customer feedback to your back-end systems through CRM integration						
Standard SLA	Service level agreement option for when the customer is contracting either under standard MSA (Master Service Agreement) terms, through a partner, or on the standard Content Guru SLA. This includes NSF3 standard terms. Priority system is as follows - P1 - 4 hour fix, P2 - 8 hour fix (both 24/7), P3 - 2 WD fix, P4 - 10 WD fix (0800 - 1800 Mon-Fri)	Included	£-	Included	£-	Included	£-
Enhanced SLA	Enhanced service level agreement option if the customer has requirements that are more complex than those outlined in the standard SLA. These cases are to be reviewed prior to deployment	To Be Scoped	POA	To Be Scoped	POA	To Be Scoped	POA

Access Fees (Voice and Digital Channels)		One-Off Billing Type	One-Off Charge	Concurrent Monthly Billing Type	Concurrent Monthly Charge	Named Monthly Billing Type	Named Monthly Charge
DDI	Direct Dial Number (Geo, Non-Geo, Premium)	Per Access Number	POA	Per Access Number	POA	Per Access Number	POA
SMS Access Point (Long or short code)	Short or Long Code and if it's a shared code	Per Access Number	POA	Per Access Number	POA	Per Access Number	POA

WhatsApp Access Points	Charge for a WhatsApp number to be added as an Access Point.	Per Access Number	£23.75	Per Access Number	£84.38	Per Access Number	£84.38
Government WhatsApp Access Points	Charge for a WhatsApp number to be added as an Access Point for a local or national government entity	Per Access Number	£23.75	Per Access Number	£135.00	Per Access Number	£135.00
BYOC	For when a customer owns a contractual relationship with a carrier, Content Guru can connect into that carrier, interoperability test, and configure the client's partition to use the carrier.	To Be Scoped	POA	Per Channel	£2.70	Per Channel	£2.70
BYOC with Encryption	Encryption add-on that facilitates BYOC if the carrier uses TLS (Transport Layer Security) to encrypt the RTP (Real-Time Transport Protocol)	To Be Scoped	POA	Per Channel	£3.15	Per Channel	£3.15

Professional Services		One-Off Billing Type	One-Off Charge	Concurrent Monthly Billing Type	Concurrent Monthly Charge	Named Monthly Billing Type	Named Monthly Charge
Professional Services – Level 1 - Per Day	Experienced level services (Project Manager/Senior Project Manager/Project Delivery (i.e. provisioning)).	Per Day	£1,282.50	N/A	£-	N/A	£-
Professional Services – Level 2 - Per Day	Developer or Manager-level services (Program Manager/Head of Project Delivery). Level 2 includes Training	Per Day	£1,852.50	N/A	£-	N/A	£-
Professional Services – Level 3 - Per Day	Director-level services (Project Management Director).	Per Day	£2,612.50	N/A	£-	N/A	£-
Remote Training	One-off charge for a 2-hour Remote Training Session provided by Webex	Per Session	£463.13	N/A	£-	N/A	£-

Other Services		One-Off Billing Type	One-Off Charge	Concurrent Monthly Billing Type	Concurrent Monthly Charge	Named Monthly Billing Type	Named Monthly Charge
Web iPath® Video	Licence charge for Web iPath user to handle video calls	N/A	£-	Per Named User	£15.00	Per Named User	£15.00
Demo Partition Rental	Charge for rental of a Demo Partition.	Activation Per Partition	£95.00	Per Partition	£121.50	Per Partition	£121.50
Demo Partition Extra Licence	Charge for an extra licence on Demo Partition.	Activation Per User	£95.00	Per Licence	£20.25	Per Licence	£20.25
MTA (Mobile Task Assistant) .	Ability for users to operate the MTA. The MTA is a mobile app that allows users to make and receive calls from other storm users and external callers using Wi-Fi or cellular data network connection. MTA can be installed on company mobile phones supplied by storm customers to their staff, or it can be installed by staff on their own personal mobile phones subject to the company's information security policies.	N/A	£-	Per Named User	£0.90	Per Named User	£0.90
CONTACT - Switchboard Operator	Required for every Switchboard Operator to be created. Channel Licences are required	Activation Per User	£47.50	Per Named User	£40.50	Per Named User	£40.50
UC - Switchboard Operator	Required for every Switchboard Operator to be created.	Activation Per User	£47.50	Per Named User	£50.63	Per Named User	£50.63
DATA MANAGEMENT FTP Automation	Watches an FTP location for files to Import into a DM Table.	Per Configuration	£47.50	Per Import Schedule	£45.00	Per Import Schedule	£45.00

VIEW & DATA Management Bundle	(Historical & Real-time, and DATA Management) Required for building historical reports. Required for displaying statistics in real time. Allows data sets to be created for use with OUTBOUND dialler campaigns and Inbound services.	N/A	£-	Per Named User	£540.00	Per Named User	£540.00
storm TRANSCRIPTION	storm TRANSCRIPTION is storm's call transcription tool, which generates speech-to-text transcripts of call recordings. TRANSCRIPTION is an optional module within storm RECORDER. Transcripts are added to the recording metadata in RECORDER. The storm TRANSCRIPTION licence provides the ability for a CONTACT agent with a recording licence to have their voice interactions transcribed in stereo. storm TRANSCRIPTION is included with deployments of storm ANALYTICS.	N/A	£-	Per Named User	£0.90	Per Named User	£0.90
storm TRANSCRIPTION (Standard) (Usage Charge)	storm TRANSCRIPTION (Standard) offers transcription of audio interactions spoken in the most common global languages. storm TRANSCRIPTION (Standard) Usage Charge is per hour. Usage can be bundled, and sold on an MRC (Monthly Recurring Charge) basis, on a 'Price x Quantity' model.	N/A	£-	Per Hour	£0.45	Per Hour	£0.45
storm TRANSCRIPTION (Advanced) (Usage Charge)	storm TRANSCRIPTION (Advanced) offers transcription of audio interactions spoken in the most common global languages. Advanced offers a higher speech recognition performance level than Standard, providing better support for strong accents and calls with high background noise or poor audio quality. storm TRANSCRIPTION (Advanced) Usage Charge is per hour. Usage can be bundled, and sold on an MRC (Monthly Recurring Charge) basis, on a 'Price x Quantity' model.	N/A	£-	Per Hour	£0.68	Per Hour	£0.68

storm TRANSCRIPTION (Extended Language Support) (Usage Charge)	storm TRANSCRIPTION (Extended Language Support) offers additional language support for transcription of audio interactions. storm TRANSCRIPTION (Extended Language Support) Usage Charge is per hour	N/A	£-	Per Hour	POA	Per Hour	POA
Postcode Picker (Excludes Ireland)	Within CKS, an agent can type in the postcode and can select from a set of valid addresses	N/A	£-	Per 2.4K Searches	£108.00	Per 2.4K Searches	£108.00
Postcode Picker (IRE only)	Within CKS, an agent can type in the postcode and can select from a set of valid addresses.	N/A	£-	Per 1.2 Searches	£108.00	Per 1.2 Searches	£108.00
storm Analytics™	storm ANALYTICS is storm's interaction analytics tool, which leverages AI-backed language technologies, including Automatic Speech Recognition (ASR) and Natural Language Processing (NLP). ANALYTICS is an optional module within storm RECORDER. ANALYTICS data is added to the recording metadata in RECORDER. The storm ANALYTICS licence provides the ability for a CONTACT agent with a recording licence to have their voice interactions transcribed in stereo and analysed for courtesy, compliance, or sentiment. storm TRANSCRIPTION is included with deployments of storm ANALYTICS.	N/A	£-	Per Named User	£1.35	Per Named User	£1.35
storm Analytics (Usage Charge)	The storm ANALYTICS (Usage Charge) is the cost for ANALYTICS usage. This is charged per hour.	N/A	£-	Per Hour	£1.40	Per Hour	£1.40

storm LINK - Video	storm LINK allows an agent to generate a one-time link to a web page that is linked to the User's DTA and can be sent to a customer. storm LINK - Video comprises real-time one-way and two-way video calling, utilising both rear and front-facing cameras	Professional Services	To be Scoped	Per Named User	£16.20	Per Named User	£16.20
storm LINK® - File Transfer & Location	storm LINK - File Transfer & Location provides file sharing (images, videos, documents, and photos) and geo-location sharing	Professional Services	To be Scoped	Per Named User	£4.50	Per Named User	£4.50
Pause and Resume	Pause and Resume Licence allows an agent's recording to be controlled by the Pause and Resume web service	Professional Services	To be Scoped	Per Concurrent licence	£30.69	Per Named licence	£20.25
Integration with a new payment service provider	Charge for Integration with a new Payment Service Provider	Per Service Provider	£4,750.00	Per Service Provider	£-	Per Service Provider	£-
SIP Trunk Channel Rental	Charge for SIP Trunk Channel Rental.	Activation Per Channel	£9.50	Per Channel Per Month	£4.05	Per Channel Per Month	£4.05
INTEGRATE: Microsoft Teams SIP Setup	Setup of MS Teams SIP	Activation per partition	£950.00	Per Month	£-	Per Month	£-
INTEGRATE: Microsoft Teams Additional SIP Channel	Addition of extra SIP channels for partitions where a 10:1 contention ratio is not enough	N/A	£-	Per Named User	£4.95	Per Named User	£4.95
Port Rejection Charge	Charge applied when a request to port numbers has been rejected	Per Rejection	£95.00	Per Rejection	£-	Per Rejection	£-

Port Out PS Fee	Porting charge, for moving numbers away from storm	Per Number	£23.75	Per Number	£-	Per Number	£-
Digital Customer - Hardphone	Fee required to maintain security on a type-approved hardphone	N/A	£-	Per Hardphone	£0.45	Per Hardphone	£0.45

Call Usage	Charge Per Minute (GBP)	Charge Per Call (GBP)
Inbound calls to the storm platform (UK Geo) Freephone	0.011	£0.004
Inbound calls to the storm platform (UK Mobile) Freephone	0.04	£0.004
Outbound Calls from the storm platform (UK Geo)	0.005	£0.002
Outbound Calls from the storm platform (UK Wide)	0.014	£0.001
Outbound Calls from the storm platform (UK Mobile)	0.011	£0.001
Outbound Calls from the storm platform (Guernsey Mobile)	0.203	£0.000
Outbound Calls from the storm platform (Jersey Mobile)	0.178	£0.001
Outbound Calls from the storm platform (Manx Mobile)	0.222	£0.000

Other Usage	Billing Rule	Charge (GBP)
SMS (UK) - Charge per outbound SMS	Per SMS	0.04
SMS (International) - Charge per outbound SMS	Per SMS	0.11
storm Padlock	Per Transaction	0.1

All above licence prices are based on an initial minimum purchase of 5 base licences for a 1-year term. Further discounts are available for longer contracts.

Exchange Communications SIP Trunks powered by Gamma

SIP channels

Customer Requirements	Product Details	Billing Frequency	Price per Unit
SIP Channel - Standard	Includes 5,000 calls to 01, 02, 03 and 2,000 mobile calls to EE, O2, Three and Vodafone	Monthly	£6.19
SIP Channel – Loadshare + Resilient	Balance calls between 2 endpoints on 2 Clusters. Includes 5,000 calls to 01, 02, 03 and 2,000 mobile calls to EE, O2, Three and Vodafone	Monthly	£6.19
SIP Channel - Standby	Once activated Standard rental applicable	Monthly	£2.00
SIP Connection Charge		One Off	£113.44

Number Porting

Customer Requirements	Product Details	Billing Frequency	Price Per Unit
Single Line		One Off	£13.75
Multiline with DDI block up to 10		One Off	£66.25
Multiline with DDI block up to 11 or more		One Off	£131.25
Amendment of port date		One Off	£32.81
Cancellation or Rejected port		One Off	£16.88
Number Selection – Basic	Up to nine numbers in range	One Off	£12.50
Number Selection – Gold	Memorable number	One Off	£1,250.00
Number Selection – Platinum	Very memorable number	One Off	£1,875.00

Connectivity (Wires only)

Customer Requirements	Billing Frequency	Price Per Unit*
Ethernet 10Mb / 100Mb fibre bearer	Monthly	£292.50
Ethernet 20Mb / 100Mb fibre bearer	Monthly	£292.50

Ethernet 30Mb / 100Mb fibre bearer	Monthly	£292.50
Ethernet 40Mb /100Mb fibre bearer	Monthly	£292.50
Ethernet 50Mb / 100Mb fibre bearer	Monthly	£292.50
Ethernet 100Mb / 100Mb fibre bearer	Monthly	£292.50
Ethernet 200Mb / 1Gb fibre bearer	Monthly	£293.75
Ethernet 300Mb / 1Gb fibre bearer	Monthly	£298.75
Ethernet 400Mb / 1Gb fibre bearer	Monthly	£305.00
Ethernet 500Mb /1Gb fibre bearer	Monthly	£311.25
Ethernet 1Gb / 1Gb fibre bearer	Monthly	£322.50
SOGEA 40:10	Monthly	£26.69
SOGEA 80:20	Monthly	£26.69
Standard WiFi Router Technicolor	One Off	£134.38
FTTP 40:10	Monthly	£32.00
FTTP 80:20	Monthly	£30.88
FTTP 115:20	Monthly	£32.25
FTTP 160:30	Monthly	£30.81
FTTP 220:30	Monthly	£32.81
FTTP 330:50	Monthly	£34.00
FTTP 550:75	Monthly	£42.75

*All connectivity charges quoted are based on a 3-year term

*GAMMA SOGEA & FTTP Installs vary on site specific info. These can also be spread across the 3 year term to prevent upfront costs if need be.		
SoADSL Premium Install	One-off	£46.88
SoGEA Premium Install	One-off	£46.88
FTTP Premium Install	One-off	£43.75
SoADSL Advanced Install	One-off	£231.63
SoGEA Advanced Install	One-off	£231.63
FTTP Advanced Install	One-off	£225.00

Exchange Communications Cloud Consultancy and Professional Services

Role	Rate per day
Telephony Engineer	£800.00
Solution Specialist	£1,200.00
Project Manager	£1,000.00
Telephony Installation	£800.00
User Training	£800.00
Storm CCaaS PS Level 1	£1,282.50
Storm CCaaS PS Level 2	£1,852.50
Storm CCaaS PS Level 3	£2,612.50
Storm Remote Training	£463.13

As the only company in the UK and Europe to be an Avaya Edge Diamond Enterprise Partner with Service Expert and Customer Excellence accreditations, as well as being an accredited partner of Content Guru, we are perfectly positioned to offer a variety of UCaaS and CCaaS solutions that meet the relevant requirements of Public Sector clients..

Additional discounts, to the prices quoted above, are available if Cloud Consultancy or Professional Services are purchased with other Exchange Communications GCloud listed services such as 1CloudTalk powered by Avaya, Zoom Phone provided by Exchange, Storm CONTACT provided by Exchange. Exchange SIP Trunks or Exchange Cloud Support Services.

All prices are exclusive of VAT at the prevailing rate (currently 20%) and any travel / subsistence expenses which are charged at cost.

Exchange Communications Cloud Support Services

Exchange Communications are able to provide flexible Support packages for our Cloud Communication solutions. These packages are based around three main Support Plans as detailed below:

Silver Support Plan – SSP

The Silver Support Plan is Exchange Communications entry-level offering for customers who require an all-encompassing support plan, without the need for bespoke elements or cover out with standard working hours. Like both the Gold and Platinum plans, the Exchange Silver level support provides customers with annual preventative maintenance.

Gold Support Plan - GSP

The Gold Support Plan is Exchange Communications comprehensive offering based on 365 days cover, for those clients who require more than the standard working week cover. The Gold package gives you the same service as the Silver plan as well as on-site critical spares, to resolve any issues as quickly as possible.

Platinum Support Plan – PSP

The Platinum Support Plan is established for Exchange Communications and the Client to design a fully bespoke Support Plan. The Platinum Support Plan as a basis includes all the facilities offered within the Gold Support Plan, but in addition may include other services such as network assurance and software release management. The Platinum plan gives you true 24/7 – 365 cover; including public holidays. Due to the bespoke nature of the Platinum Maintenance Support Plan it would normally be supported by a separate Service Level Agreement (SLA).

Service	Silver (level 1)	Silver (level 2)	Gold	Platinum
Cover (*Excluding public holidays)	Mon-Fri*	Mon-Fri*	365*	365
Call-Out	09:00-17:00	08:00-20:00	24 hours	24 hours

Price per Annum	5% of RRP	7% of RRP	10% of RRP	12% of RRP
Proactive monitoring	✓	✓	✓	✓
Access to service desk	✓	✓	✓	✓
Customisable notification	✓	✓	✓	✓
Remote diagnostics	✓	✓	✓	✓
Troubleshooting	✓	✓	✓	✓
Portal access for SW	✓	✓	✓	✓
Portal access for health check	✓	✓	✓	✓
Maintenance permissions	✓	✓	✓	✓
Clear and concise billing	✓	✓	✓	✓
Remote systems back-up	✓	✓	✓	✓
Tier III and IV supported	✓	✓	✓	✓
Annual preventative maintenance	✓	✓	✓	✓
On-site critical spares	Available	Available	✓	✓
Network assurance/assessment	Available	Available	Available	✓
Software release management	Available	Available	Available	✓

As the only company in the UK and Europe to be an Avaya Edge Diamond Enterprise Partner with Service Expert and Customer Excellence accreditations, as well as also being an accredited partner of Zoom and Content Guru, Exchange are perfectly positioned to offer a variety of UCaaS and CCaaS solutions that meet the relevant requirements of Public Sector clients.

Additional discounts, to the prices quoted above, are available if Cloud Support Services are purchased with other Exchange Communications GCloud listed services such as 1CloudTalk powered by Avaya, Zoom Phone provided by Exchange, Storm CONTACT provided by Exchange, Exchange SIP Trunks or Exchange Cloud Consultancy and Professional Services.

All prices are exclusive of VAT at the prevailing rate (currently 20%) and any travel / subsistence expenses which are charged at cost.