

Exchange Communications Installations Ltd

GCloud 14 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	£6.66
1CloudTalk Telephony powered by Avaya – Minimum 50 UC users Standard Service Pack – Single DC	£6.41
1CloudTalk Telephony powered by Avaya – Minimum 100 UC Users Standard Service Pack – Single DC	£6.16
1CloudTalk Telephony powered by Avaya – Minimum 200 UC Users Business Continuity Service Pack – Dual DC	£5.91
1CloudTalk Telephony powered by Avaya – Minimum 500 UC users Business Continuity Service Pack – Dual DC	£4.64
1CloudTalk Telephony powered by Avaya – Minimum 1000 UC users Business Continuity Service Pack – Dual DC	£4.19

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	£2.27

Avaya Experience Platform (AxP) CCaaS provided by Exchange Communications

AxP is a cloud based CCaaS solution on a subscription model, so all it's features and agent licenses can be purchased to meet exact solution requirements and then quickly scaled up or down as necessary. New features become available as soon as they are released and there is no need for long maintenance windows to upgrade the solution.

Licences work on a concurrent basis so any number of Supervisors and Agents can be configured but a charge will only accrue for the maximum number of licences to be used at one time. This allows the number of contact centre users to be flexed up or down dependant on business need. The pricing for AxP CCaaS licences are as follows

Avaya Experience Platform CCaaS Description	User Price per Month
Digital Stand-Alone licence	£37.00
Voice Stand-Alone licence	£62.00
Omnichannel all Media (Voice and Digital) licence	£90.00

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

Storm CCaaS provided by Exchange Communications

storm is an Omni-Channel CCaaS 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, 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: A base licence for a product. A base 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.
- 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 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	Monthly Billing Type	Monthly Charge
Contact Centre					Unit Price
Voice Concurrent Bundle	storm CONTACT® Recording licence, required for an agent's interactions to be recorded. 3GB free recording minutes per user per month included. Licence charge for agent to handle voice calls	Activation Per User	£0	Per Concurrent Licence	£59.80
Digital Bundle (Up to 8 Channels): Facebook, X, Viber, Trustpilot, WhatsApp, Web chat, Email, SMS, Line, Instagram	Digital Bundle: Facebook, X, Viber, Trustpilot, WhatsApp, Web chat, Email, SMS, Line, Instagram (transactional costs not included for WhatsApp/X)	Activation Per User	£50	Per Concurrent Licence	£41.40
Digital Bundle (Up to 4 Channels): Facebook, X, Viber, Trustpilot, WhatsApp, Web chat, Email, SMS, Line, Instagram	Digital Bundle: Facebook, X, Viber, Trustpilot, WhatsApp, Web chat, Email, SMS, Line, Instagram (transactional costs not included for WhatsApp/X).	Activation Per User	£50	Per Concurrent Licence	£23.00
Supervisor	Allows Supervisors to monitor and report on agents, and manage agent groups. Includes a Voice Channel (named agent). Allows access to CONDUCTOR™.	Activation Per User	£50	Per Named User	£139.15
storm OUTBOUND™ - With inclusive Dialler Resource	Required for OUTBOUND™ Dialler agents. 4000 free dialler resource minutes per user per month included.	Activation Per User	£0	Per Concurrent Licence	£98.33
storm MTA™ (Mobile Task Assistant) .	Ability for users to operate the MTA	Activation Per User	£0	Per Named User	£0.92
storm CONTACT™ Agent: (Without Recording Capabilities)	Licence charge for agent to handle voice calls.	Activation Per User	£0	Per Concurrent Licence	£43.34
storm CONTACT - Switchboard Operator	Required for every Switchboard Operator to be created. Channel licences are required.	Activation Per User	£50	Per Named User	£41.40
storm CONTACT Seat: CTI Integration Salesforce	Licence for Salesforce integration	Activation Per Service	£5000	Per Named User	£10.35
storm CONTACT Seat: CTI Integration Dynamics	Licence for Dynamics integration	Activation Per Service	£5000	Per Named User	£10.35
Web iPath® Video	Licence charge for Web iPath user to handle video call	Activation Per User	£0	Per Named User	£15.34

Licence	Description	One-Off Billing Type	One-Off Charge	Monthly Billing Type	Monthly Charge
Digital Channels – Other Options					
WhatsApp Transactional Charge	Per Conversation per 24 hours. Up to 500 conversations included per month.	Activation Per Service	£0	Per Bundle	£13.80
WhatsApp Access Points	Charge for a WhatsApp number to be added as an Access Point. Must have Transactional Charges added as part of usage	Per Access Number	£25	Per Access Number	£69.00
X Access Points (Unlimited)	Charge for an X account to be added as an Access Point. Limit subject to documentation	Per Account	£250	Per Account	£4,600.00
X Access Points (Limited)	Charge for an X account to be added as an Access Point. Limit subject to documentation	Per Account	£250	Per Account	£460.00
Machine Agents					
storm Machine Agent® Conversational	Charge per Machine Agent, includes 20 hours of work. Concurrent feature. Excludes PS charges	Per Agent	£50	Per Agent	£110.40
storm Machine Agent Messaging	Charge per Machine Agent, subject to fair usage policy. Concurrent feature. Excludes PS charges	Per Agent	£50	Per Agent	£110.40
storm Machine Agent Conversational Extra Hours	Charge for adding additional hours of usage to existing Machine Agent licences. Excludes PS charges	Per Hour	£0	Per Hour	£4.60
storm Machine Agent Biometrics	Machine Agent to verify a caller's identity via voice biometrics. Subject to fair usage policy. Excludes PS charges	Per Agent	£50	Per Machine Agent	£110.40
storm Machine Agent Summarisation	A Machine Agent with the ability to transcribe a call in real time, show the transcription in DTA®, summarise the call on completion and format the details in a format to add to a form. Subject to fair usage policy. Excludes PS charges	Per Agent	£0	Per Agent	£55.20
Recording					
Recording Manager	Charge for Recording Manager	Activation Per User	£0	Per Named User	£34.50
storm Screen Recording™	Charge per agent for storm screen recording - records one screen.	Per Agent	£0	Per Agent	£13.80
storm Screen Recording Additional Screen	Charge for an additional screen for a named agent.	Per Screen	£0	Per Screen	£4.60
Recording Storage	Recording storage per terabyte	Per TB	£1000	Per TB	£103.50

Licence	Description	One-Off Billing Type	One-Off Charge	Monthly Billing Type	Monthly Charge
CKS					
storm CKS® Named User	Licence charge for CKS named user	Activation Per User	£20	Per Named User	£20.70
storm CKS Administrator	Licence to make and design the CKS forms that allow basic form creation	Activation Per User	£250	Per Named User	£110.40
storm CKS Administrator Advanced	Licence to make and design the CKS forms that allow basic form creation + design dynamic forms configure email notifications	Activation Per User	£250	Per Named User	£220.80
Knowledge Management					
storm Knowledge Management™ - Named Agent	Adding Knowledge Management to an agent. Each licence includes five articles that can be created for the organisation.	Per Named User	£0	Per Named User	£23.00
Payments					
storm PADLOCK™	Allows CONTACT agents to make assisted credit card payments	Activation Per User	£0	Per Named User	£20.70
Pause and Resume	Pause and Resume licence allows an agent's recording to be controlled by the Pause and Resume web service	Per Instance	£2000	Per Named User	£20.70
storm LOCK®	Charge for LOCK	Per Service	£1000	Per Service Per Month	£1,035.00
LOCK/PADLOCK PSP Connector	Charge for LOCK / PADLOCK Payment Service Provider connector.	Per Merchant Account	£1000	Per Merchant Account	£1,035.00
Integration with a new payment service provider	Charge for Integration with a new Payment Service Provider	Per Service Provider	£5000	Per Service Provider	£0.00
Quality Management, Transcription and Analytics					
storm Quality Management™ - Agent	Enables an agent's interactions to be scored via storm Quality Management	Per Named Agent	£0	Per Named Agent	£4.60
storm Quality Management - Evaluator	Licence for a user to be able to score interactions in storm Quality Management.	Per Named Agent	£50	Per Named User	£27.60
storm Transcription™	Ability for CONTACT agent with recording licence to have their voice interactions transcribed in stereo.	Per Named Agent	£0	Per Named User	£0.92
storm Transcription (Standard) (Usage Charge)	Ability for CONTACT agent with recording licence to have their voice interactions transcribed in stereo. Refer to product notice for differences against other offerings	Per Named Agent	£0	Per Hour	£0.46

Licence	Description	One-Off Billing Type	One-Off Charge	Monthly Billing Type	Monthly Charge
storm Transcription (Advanced) (Usage Charge)	Ability for CONTACT agent with recording licence to have their voice interactions transcribed in stereo. Refer to product notice for differences against other offerings	Per Named Agent	£0	Per Hour	£0.69
storm Transcription (Extended Language Support) (Usage Charge)	Ability for CONTACT agent with recording licence to have their voice interactions transcribed in stereo. Refer to product notice for differences against other offerings	Per Named Agent	£0	Per Hour	£2.76
storm Analytics™	Ability for CONTACT agent with recording licence to have their voice interactions transcribed in stereo and analysed for courtesy, compliance, or sentiment (Can't be used with storm Transcription).	Per Named Agent	£0	Per Named User	£1.38
storm Analytics (Usage Charge)	Ability for CONTACT agent with recording licence to have their voice interactions transcribed in stereo and analysed for courtesy, compliance, or sentiment (Can't be used with storm Transcription)	Per Named Agent	£0	Per Hour	£1.43
Workforce Management					
storm WFM™	storm WFM is a workforce management tool that uses VIEW data to forecast predicted interaction volumes, and CONTACT data to schedule agents to deal with those interactions. Each agent requires a licence	Per 1000 Users	Subject to Scoping	Per Named User	£27.60
Administrator					
storm STUDIO® Administrator	Allows the creation of common services using SERVICE DESIGNER and the configuration of agents, queues etc. for customers without UC or CONTACT	Activation Per User	£250	Per Named Administrator	£51.75
UC Administrator	Allows the full administration of the UC product e.g. setting up users, call treatments, and extensions.	Activation Per User	£250	Per Named Administrator	£103.50
storm CONDUCTOR® Enterprise Administrator	Access to the CONDUCTOR interface to manage a partition rather than a CONTACT administrator licence.	Activation Per User	£250	Per Named Administrator	£138.00
storm CONTACT Advanced Administrator	Allows full access, for example: queue management and organisation settings.	Activation Per User	£250	Per Named Administrator	£258.75

Licence	Description	One-Off Billing Type	One-Off Charge	Monthly Billing Type	Monthly Charge
storm CONTACT Standard Administrator	Admin to manage INBOUND routing to your contact centre. All treatment routing functionality as well as user management, creation and deletion.	Activation Per User	£100	Per Named Administrator	£184.00
storm FLOW™ Standard	Allows the creation of the most common services	Activation Per User	£0	Per Named User	£414.00
storm FLOW Advanced	Adds INTEGRATE capabilities and the ability to create dynamic services.	Activation Per User	£0	Per Named User	£517.50
storm DATA MANAGEMENT™	Allows data sets to be created for use with OUTBOUND dialler campaigns and Inbound services	Activation Per User	£0	Per Named User	£207.00
storm VIEW™ Wallboard	Required for basic wallboard reporting.	Activation Per User	£0	Per Named User	£51.75
storm VIEW Historical Report Viewer	Required for viewing historical reports.	Activation Per User	£0	Per Named User	£51.75
storm Quality Management - Admin	Licence for an administrator to create scorecards and administer the Quality Management settings.	Activation Per User	£50	Per Named Administrator	£69.00
storm DATA MANAGEMENT FTP Automation	Watches an FTP location for files to Import into a DM Table.	Per Configuration	£50	Per Import Schedule	£46.00
storm VIEW Bundle	(Historical & Real-time) Required for building historical reports. Required for displaying statistics in real time.	Per Named User	£0	Per Named User	£368.00
storm VIEW & storm 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.	Per Named User	£0	Per Named User	£552.00
Microsoft Teams					
storm INTEGRATE™: Microsoft Teams SIP Setup	Setup of MS Teams SIP.	Activation Per Partition	£1000	Per Month	£0.00
storm INTEGRATE: Microsoft Teams User	Addition of a Teams User licence. This allows the presence of a Teams user to be shared with storm so an agent can transfer a call to them. Requires a DDI (purchased separately, if no existing DDI is provided).	Activation Per Service	£0	Per Named User	£1.47

Licence	Description	One-Off Billing Type	One-Off Charge	Monthly Billing Type	Monthly Charge
INTEGRATE: Microsoft Teams Additional SIP Channel	Addition of extra SIP channels for partitions where a 10:1 contention ratio is not enough	Activation Per Service	£0	Per Named User	£5.06
Microsoft Teams Recording - Video	Video Recording of Microsoft Teams Interactions.	Per Named User	£25	Per Named User	£32.20
Microsoft Teams Recording - Voice	Audio Recording Of Microsoft Teams Interactions.	Per Named User	£25	Per Named User	£9.20
Microsoft Teams - Presence	This licence is for agents to be able to view the MS Teams status of users, to determine whether a user is available or unavailable etc. This licence will not include PSTN breakout capability.	Per Named User	£0	Per Named User	£0.92
Other Items					
Postcode Picker (Excludes Ireland)	Within CKS, an agent can type in the postcode and can select from a set of valid addresses	Per Search	£0	Per 2.4K Searches	£110.40
Postcode Picker (IRE only)	Within CKS, an agent can type in the postcode and can select from a set of valid addresses.	Per Search	£0	Per 1.2 Searches	£110.40
storm LINK® - File Transfer & Location	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	Per Partition	£1000	Per Named User	£4.60
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.	Per Partition	£1000	Per Named User	£16.56
storm LINK add-on: Restricted IP & Regional Media	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 with a restricted IP capability	Per IP	£0	Per IP	£138.00
Demo Partition Rental	Charge for rental of a Demo Partition.	Activation Per Partition	£100	Per Partition	£124.20
Demo Partition Extra Licence	Charge for an extra licence on Demo Partition.	Activation Per User	£100	Per Licence	£20.70
CDR Retention Fee	Call Detail Record retention fee	Per Record	£0	Per Additional Year	£92.00
SIP Trunk Channel Rental	Charge for SIP Trunk Channel Rental.	Activation Per Channel	£10	Per Channel Per Month	£4.14
SIP Interoperability Testing	Charge for SIP Interoperability Testing.	Per Service	£1000	Per Service	£0.00

Licence	Description	One-Off Billing Type	One-Off Charge	Monthly Billing Type	Monthly Charge
Customer App - Scheduler	The Scheduler module allows calls to be routed to available contacts according to their shift patterns, and alerts supervisors if there are any gaps between shifts	Per Schedule	£0	Per Schedule	£230.00
Security					
2FA - Two Factor Authentication	2FA - Two Factor Authentication.	Per Authentication	£0	Per Named User	£1.84
Agent Base Seat Licence	One-off charge per named licence.	Activation Per User	£50.00	Per Named User	£10.35

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

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	£6.34
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	£6.34
SIP Channel - Standby	Once activated Standard rental applicable	Monthly	£2.05
SIP Connection Charge		One Off	£108.90

Number Porting

Customer Requirements	Product Details	Billing Frequency	Price Per Unit
Single Line		One Off	£13.20
Multiline with DDI block up to 10		One Off	£63.60
Multiline with DDI block up to 11 or more		One Off	£126.00
Amendment of port date		One Off	£31.50
Cancellation or Rejected port		One Off	£16.20
Number Selection – Basic	Up to nine numbers in range	One Off	£12.00
Number Selection – Gold	Memorable number	One Off	£900.00
Number Selection – Platinum	Very memorable number	One Off	£1,500.00

Connectivity (Wires only)

Customer Requirements	Product Details	Billing Frequency	Price Per Unit*
Ethernet 10Mb / 100Mb fibre bearer		Monthly	£280.80

Ethernet 20Mb / 100Mb fibre bearer		Monthly	£280.80
Ethernet 30Mb / 100Mb fibre bearer		Monthly	£280.80
Ethernet 40Mb /100Mb fibre bearer		Monthly	£280.80
Ethernet 50Mb / 100Mb fibre bearer		Monthly	£280.80
Ethernet 100Mb / 100Mb fibre bearer		Monthly	£280.80
Ethernet 200Mb / 1Gb fibre bearer		Monthly	£282.00
Ethernet 300Mb / 1Gb fibre bearer		Monthly	£286.80
Ethernet 400Mb / 1Gb fibre bearer		Monthly	£292.80
Ethernet 500Mb /1Gb fibre bearer		Monthly	£298.80
Ethernet 1Gb / 1Gb fibre bearer		Monthly	£309.60
SOGEA 40:10		Monthly	£26.82
SOGEA 40:10	Installation	One Off	£91.63
SOGEA 80:20		Monthly	£30.82
SOGEA 80:20	Installation	One Off	£91.63
Standard WiFi Router Technicolor		One Off	£129.00
FTTP 40:10		Monthly	£32.16
FTTP 40:10	Installation	One Off	£82.58
FTTP 80:20		Monthly	£31.03
FTTP 80:20	Installation	One Off	£82.58
FTTP 115:20		Monthly	£31.10
FTTP 115:20	Installation	One Off	£82.58
FTTP 160:30		Monthly	£32.66
FTTP 160:30	Installation	One Off	£82.58
FTTP 220:30		Monthly	£33.01
FTTP 220:30	Installation	One Off	£82.58
FTTP 330:50		Monthly	£35.44
FTTP 330:50	Installation	One Off	£82.58
FTTP 550:75		Monthly	£42.36
FTTP 550:75	Installation	One Off	£148.48

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

Exchange Communications Cloud Consultancy and Professional Services

Role	Rate per day
Telephony Engineer	£600
CCaaS Engineer	£1000
Project Manager	£800
Telephony Installation	£800
CCaaS Installation	£1200
User Training	£800

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, Avaya Experience Platform (AxP) CCaaS provided by Exchange, Storm CCaaS 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
<i>Proactive monitoring</i>	✓	✓	✓	✓
<i>Access to service desk</i>	✓	✓	✓	✓

<i>Customisable notification</i>	✓	✓	✓	✓
<i>Remote diagnostics</i>	✓	✓	✓	✓
<i>Troubleshooting</i>	✓	✓	✓	✓
<i>Portal access for SW</i>	✓	✓	✓	✓
<i>Portal access for health check</i>	✓	✓	✓	✓
<i>Maintenance permissions</i>	✓	✓	✓	✓
<i>Clear and concise billing</i>	✓	✓	✓	✓
<i>Remote systems back-up</i>	✓	✓	✓	✓
<i>Tier III and IV supported</i>	✓	✓	✓	✓
<i>Annual preventative maintenance</i>	✓	✓	✓	✓
<i>On-site critical spares</i>	Available	Available	✓	✓
<i>Network assurance/assessment</i>	Available	Available	Available	✓
<i>Software release management</i>	Available	Available	Available	✓

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