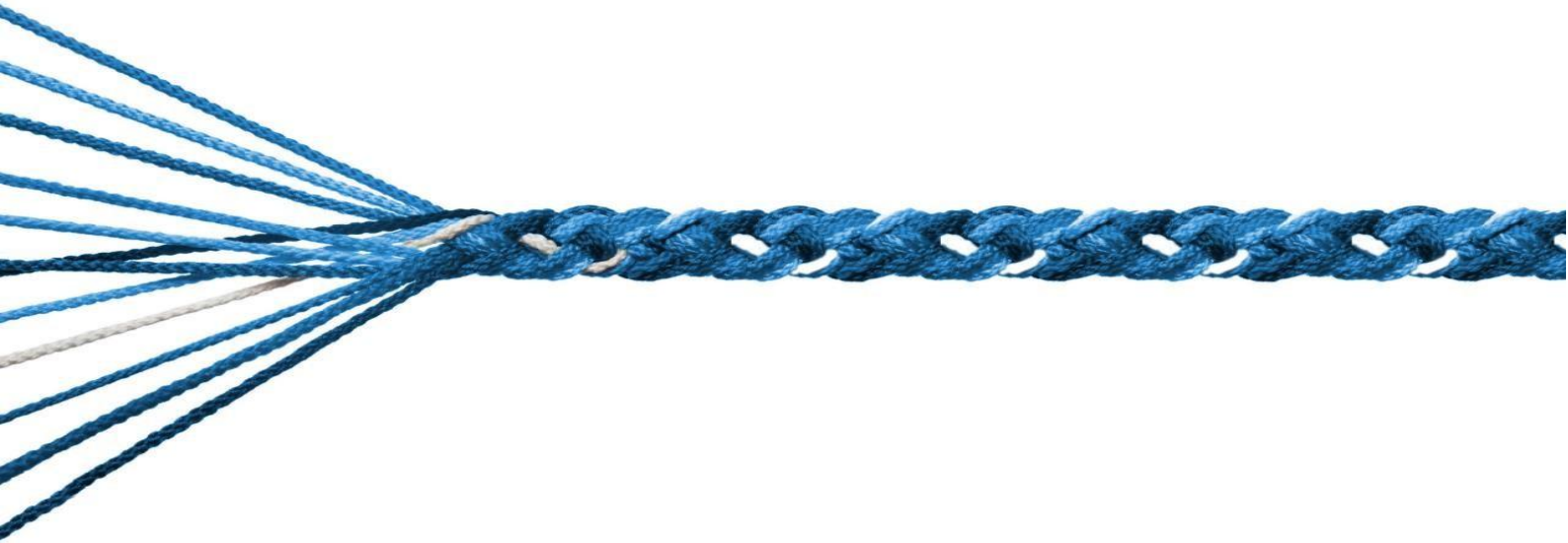




Engage – Citizen Engagement Solution (IVR)

Pricing: Licensing & Implementation

September 2026

Commercial in confidence

Pricing

Pricing Model

Engage (IVR) is provided as a fully managed inbound telephony service for public-sector organisations. It provides scripted DTMF call flows (menus, prompts and routings) and transfers calls to live agents.

Pricing is based on an annual service fee with included minutes, plus an optional rate card commitment aligned to the buyer's expected annual call volume.

Optional minute bundles may be purchased to cover usage about the contracted rate card cap. Overage applies to any remaining minutes above contracted allowances (i.e. service fee included minutes, rate card commitment and optional bundle minutes).

All prices are exclusive of VAT.

Annual Service Fees

The Annual Service Fee includes:

- Access to the Engage IVR service and supported configuration management, with 100,000 minutes.
- Supplier-managed call flow configuration and minor change requests within agreed allowance.
- Standard Bank Holiday Message script changes.
- Service monitoring, incident management and reporting.
- Ongoing maintenance and updates.

Item	Price	Unit	Minor Change Requests (per year)
Service Fee	£20,000	£ / year	Standard Bank Holiday Messages only.
Overage	£0.075	£ / minute	

Definitions / Constraints:

- Minutes are defined as connected call-time per second.
- Minute allowance includes transferred call-time.
- Minute allowance expires at the end of the contract year.
- Overage is applied to minutes above the contracted rate card cap and pre-purchased bundles; usage is monitored and reporting monthly; final overage fees calculated and invoiced at the end of the contract year.
- Standard Bank Holiday messages include an Idox-supplied script change template for applicable UK bank holidays. Any customer-requested amendments to the template will be subject to the Change Request Policy defined below.

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Rate Cards

Rate cards are annual commitments based on expected call volumes and deliver the best per minute rates available.

Rate Card Band	Annual Commitment (incl. Service Fee)	Unit	Annual Minutes Cap (incl. Service Fee Minutes)	Minor Change Requests (per year)
A	£27,000	£ / year	300,000	3
B	£35,000	£ / year	600,000	6
C	£50,800	£ / year	1,200,000	9
D	£85,000	£ / year	2,600,000	12
E	£147,200	£ / year	5,400,000	12
F	£215,800	£ / year	9,000,000	12
G	POA		>9,000,000	

Definitions / Constraints:

- Usage is monitored and reported monthly.
- Minute allowance expires at the end of the contract year.
- Customers reaching the cap for their rate band will be offered the opportunity to move to a higher rate card band, with the difference for the contract year payable, or to purchase one or more optional minute bundles.
- Usage above pre-purchased minutes or the rate card cap will be charged at the overage rate.
- Minor change requests apply to configured IVR call flows and scripts only and are subject to the Change Request Policy defined below.

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Optional Add-Ons

Minute Bundles

Bundle	Price	Unit	Minutes
S	£6,000	£ / one-off	100,000
M	£13,750	£ / one-off	250,000
L	£25,000	£ / one-off	500,000

Definitions / Constraints:

- Usage is monitored and reported monthly.
- Minute bundles may be used to cover usage above the rate card cap only. Minute bundles cannot be added to the Service Fee without an accompanying rate card.
- Bundled minutes can be used within the contract year of purchase; unused minutes expire at the end of the contract year.

SMS (Outbound)

Item	Price	Unit
SMS (Outbound)	£0.060	£ / SMS sent

Definitions / Constraints:

- SMS charges apply per outbound SMS message sent.
- Delivery dependent on carrier.
- Usage is monitored and reporting monthly; final SMS fees calculated and invoiced at the end of the contract year.

Change Request Policy

Each customer is allocated a yearly quota of non-chargeable development time to support minor change requests. This quota is directly proportional to the rate card selected, with Standard Bank Holiday script changes included in the base Service Fee.

The maximum number of minor change requests per contract year are for each rate card:

- **A:** 3
- **B:** 6
- **C:** 9
- **D and above:** 12

A minor change request is defined as a change, or changes, to scripting within the implemented service which require(s) **45 minutes** or less of development time to implement.

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Change requests which require more than 45 minutes to implement will be referred to the Account Manager. A package of work (minimum of half a day) will be provided to the customer, based on Idox's standard day rates.

Change requests apply post-implementation and do not form part of the initial implementation scope unless explicitly agreed.

Implementation Services

Standard Implementation Package

A one-off implementation fee applies to all new Engage customers.

Implementation is a **minimum of three chargeable delivery days**. The scope, effort and timeline are agreed with the customer based on their requirements.

Implementation uses Idox's standard delivery approach to configure Engage and support a controlled go-live.

What's Included

The standard implementation package includes:

- Project kick-off and IVR requirements confirmation
- Provisioning of the Engage IVR environment
- Setup and configuration of the Engage service, in line with customer-defined and agreed scope (e.g. IVR flows)
- Support for User Acceptance Testing (UAT)
- Go-live coordination
- Handover to Business-as-Usual support
- Access to customer documentation and support portal

What's Not Included

The following are **out of scope** of the standard implementation package and may be available at additional cost if required:

- Custom development or bespoke functionality
- Non-standard integrations or third-party systems
- On-site delivery, training, or extended training programmes
- Business process redesign or consultancy

Implementation Timelines

- A standard implementation package is delivered within 6-8 weeks, subject to:
 - Customer availability and responsiveness
 - Timely agreement of scope and acceptance criteria
 - Technical dependencies and configuration complexity
 - Note – delivery timeline reflects overall elapsed time, not continuous effort.
- A detailed project plan, delivery approach and responsibilities are agreed during the project kick-off.

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Professional Services (Optional)

Additional consultancy, training or support services can be provided if required.

Indicative day rates:

- £1,000 per day – Remote / Virtual
- £1,150 per day – On-site

All additional services must be agreed in advance.

Contract Terms

- Pricing is based on an annual subscription
- Licence fees are payable from the contract commencement date
- VAT is charged at the prevailing rate

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