

Service Pricing

Item	Description	One Year Price
Private Cloud Hosting - Small	0 – 2,500 Users	£22,187.52
Private Cloud Hosting - Medium	2,501 – 7,500 Users	£33,435.36
Private Cloud Hosting - Large	7,501 – 10,000 Users	£40,677.12
Cinos Cloud UC	Professional Licence - Cisco Enterprise Agreement to include telephony and UC, voicemail and unified messaging, MS Teams integration and B2B calling minimum 250 users)	£59.04 per user
	Common Area Add-on	£29.55 per device
	Access Add-on	£19.81 per device
	Voicemail Add-on	£22.87 per user
	CUBE SBC Licence – per channel	£22.79
SIP	Per Channel Per Year	£78.00
Netcall	Liberty Converse - Digital Edition - 10 Concurrent Agents	£5,400.00
	Liberty Converse - Voice Edition - 10 Concurrent Agents	£6,600.00
	Liberty Converse - Digital and Voice Edition - 10 Concurrent Agents	£7,800.00

Believe in Excellence

	Digital Edition - Additional Agent	£540.00
	Voice Edition - Additional Agent	£660.00
	Digital & Voice Edition - Additional Agent	£780.00
	Speech Recognition for Voice Virtual Agents (100 hours per month)	£2,160.00
	Additional Liberty Voice Connections (per licence)	£84.00
	Agent Evaluation - per agent	£60.00
	Screen Recording (including 5GB storage) - Per agent	£60.00
	Surveys - per agent	£60.00
	Transcriptions (including 5 hours of transcriptions) - Per agent	£60.00
Private Cloud – Cisco UCCX	Standard Agent - Per concurrent user requiring Enhanced Agent (voice) capability	£357.94
	Premium Agent/Supervisor - Per concurrent user requiring Premium Agent (omnichannel) or Supervisor capability	£496.25
Webex Contact Centre	Standard Agent - Per concurrent user requiring Enhanced (voice) capability	£841.99
	Premium Agent - Per concurrent named user requiring Premium agent (omnichannel) capability	£1244.67

Believe in Excellence

	Additional IVR Port	£512.46
	AI Assistant Bundle	£219.69
	AI Agent Bundle	£732.16
	WhatsApp Provisioning Fee	£920.28
	Digital Channels	£0.06 per session

Believe in Excellence

Professional Services

Item	Description	Day Rate
Cinos Professional Services Regular Hours: 08:00 – 18:00 Monday to Friday excl. Bank Holidays OOH: All other times.	Lead Consultant Architect	£1600.00
	Solution Architect	£1200.00
	Solution Architect OOH	£1800.00
	Provisioning Engineer	£800.00
	Provisioning Engineer OOH	£1200.00
	Project Management	£1000.00
	Project Management OOH	£1500.00
	Project Coordination	£500.00
	Project Coordination OOH	£750.00

Support and Managed Services

Item	Description	Token Cost
Cinos Support Managed Service	Support Token	£100 per Token

Believe in Excellence

Pricing Commentary

All potential buyers will be entitled to free of charge business engagement and discovery to understand your requirement, and on completion of this engagement, will be provided with a quote in line with your specific requirements. Pricing presented is based on the maximum charges applicable, and in the instance of Cinos being invited to a competitive selection process, all Buyers may benefit from additional discounts based on their specific requirements.

If taking the Cisco option, all capital costs within our service may be OPEX optimised through using Cisco Finance.

For further information please contact bids@cinoss.co.uk.

Believe in Excellence