



G-Cloud 15 Wavenet Pricing Document

Lot2 Pricing Document | 28/01/2026



Document information

Document Scope Introduction

Wavenet Limited is a specialist Cloud Services company offering a range of hosted solutions for Data, Voice and Connectivity.

This pricing guide is divided into six sections:

- Cloud Hosting Services
- Cloud Software Services
- Wavenet Limited Support and Services

Wavenet Limited offer both managed and self-service Cloud platforms built across multiple UK Secure datacenters with multiple interconnects to provide a resilient UK based environment, alongside resilient Public Cloud Hosted platforms

For more help with pricing calculations please contact the Wavenet Limited sales team on 03300412700.

Our full terms and conditions and other information relating to our company, products and services please visit our website <https://www.wavenet.co.uk>.

Services and subscriptions listed within this pricing guide are for reference only and are subject to Wavenet Limited terms and conditions.

Some/part or all services listed within the pricing guide are dependent on other services to be subscribed to for the full solution. For example; (but not limited to) A virtual server instance must have RAM, CPU and storage assigned to it.

Wavenet Limited will also recommend certain products or solutions are delivered with security or support services to ensure the security, protection and management of the service.

These requirements and dependencies will be discussed at contractual stage.

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1. 2 Cloud Software Services

1.1. Wavenet Unified Comms and Voice – Cloud Software Services

Wavenet RingCentral UC/CX

Product NAME	Unit of Measure	Price (GBP £)	Description
RingEX	Monthly	£12.99 - £29.99	Per license per month
RingCX	Monthly	£52 - £115	Per license per month

Wavenet Direct Routing

Product NAME	Unit of Measure	Price (GBP £)	Description
Direct Routing	Monthly	£4.50 - £9.50	Per license per month

Wavenet Mitel UC

Product NAME	Unit of Measure	Price (GBP £)	Description
Mitel UC User	Monthly	£3 - £12.85*	Per User license per month
Mitel CX User	Monthly	£38 - £99*	Per User license per month
*Additional hosting charges may apply			

Wavenet WHC3

Product NAME	Unit of Measure	Price (GBP £)	Description
WHC3 - Basic Functional User (inclusive Minutes)	Monthly	£6.95	Basic Voice functionality, ideal for meeting rooms etc + 5000 UK Local/national/Mobile Minutes
WHC3 - Basic Functional User (inclusive Minutes) - Install	One Time	£15	Basic Voice functionality, ideal for meeting rooms etc + 5000 UK Local/national/Mobile Minutes
WHC3 - Standard Fixed User (inclusive Minutes)	Monthly	£7.95	Includes Desktop client, presence, Voicemail + 5000 UK Local/national/Mobile Minutes
WHC3 - Standard Fixed User (inclusive Minutes) -Install	One Time	£15	Includes Desktop client, presence, Voicemail + 5000 UK Local/national/Mobile Minutes
WHC3 - Premium Mobility User (inclusive Minutes)	Monthly	£9.95	Includes Desktop client, presence, Voicemail, Softphone Client + 5000 UK Local/national/Mobile Minutes
WHC3 - Premium Mobility User (inclusive Minutes) - Install	One Time	£15	Includes Desktop client, presence, Voicemail, Softphone Client + 5000 UK Local/national/Mobile Minutes

WHC3 - Basic Collaboration with Cisco Webex (For a Functional License)	Monthly	£1.95	Get the Softphone, and basic collaboration too. You can join spaces, share your screen, share files, use a virtual whiteboard with colleagues, and more.
WHC3 - Basic Collaboration with Cisco Webex (For a Fixed License)	Monthly	£1.95	Get the Softphone, and basic collaboration too. You can join spaces, share your screen, share files, use a virtual whiteboard with colleagues, and more.
WHC3 - Standard Collaboration with Cisco Webex (For a Functional License)	Monthly	£4.95	Get Basic, with enhanced conferencing of up to 25 participants. Share your screen, share files, use a virtual whiteboard with colleagues, and more.
WHC3 - Standard Collaboration with Cisco Webex (For a Fixed License)	Monthly	£4.95	Get Basic, with enhanced conferencing of up to 25 participants. Share your screen, share files, use a virtual whiteboard with colleagues, and more.
WHC3 - Standard Collaboration with Cisco Webex (For a Premium Mobility License)	Monthly	£4.95	Get Basic, with enhanced conferencing of up to 25 participants. Share your screen, share files, use a virtual whiteboard with colleagues, and more.
WHC3 - Premium Collaboration with Cisco Webex (For a Functional License)	Monthly	£18.5	Get Standard, and so much more. You can host a personal meeting of up to 1000 participants, you can record your meeting, and presenter/floor controls.
WHC3 - Premium Collaboration with Cisco Webex (For a Fixed License)	Monthly	£18.5	Get Standard, and so much more. You can host a personal meeting of up to 1000 participants, you can record your meeting, and presenter/floor controls.
WHC3 - Premium Collaboration with Cisco Webex (For a Premium Mobility License)	Monthly	£18.5	Get Standard, and so much more. You can host a personal meeting of up to 1000 participants, you can record your meeting, and presenter/floor controls.
WHC3 - Auto Attendant (additional) 1 Free	Monthly	£7.95	Provides a Business with a 1 level IVR call routing service, offering 1-9 options, i.e. Push 1 for Sales or 2 for Support.
WHC3 - Call Queue (Call Centre ACD)	Monthly	£7.95	Provides a Business with a basic Call Distributor that provides call queuing, comfort music and call statistics.
WHC3 - Busy Lamp Field (BLF)	Monthly	£0	Provides a Business with a hardware Receptionist option by enabling the use of a Sidecar (attached to the side of an IP Phone).
WHC3 - Voice Recording User License (Per User)	Monthly	£3.5	Enables all Users of a Site to store their Call Recordings in the Cloud for 30 days. A site can only have one storage policy which all users inherits. Includes 100mb storage (approx 600 Mins)

WHC3 - Additional Recording 180 Day Storage (Per GB) - Variable	Monthly	£1.5	Enables all Users of a Site to store their Call Recordings in the Cloud for 6 months to meet FSA storage requirements. A site can only have one storage policy which all users inherits. Charge Per GB Stored - Charge increases as storage increases
WHC3 - Additional Recording 7 Year Storage (per GB) - Variable	Monthly	£1.5	Enables all Users of a Site to store their Call Recordings in the Cloud for 7 Years to meet longer FSA storage requirements. A site can only have one storage policy which all users inherits. Charge Per GB Stored - Charge increases as storage increases
WHC3 - CRM Connect Lite (Go Integrator Lite)	Monthly	£1.95	Enables a user to screen pop customer CRM files on inbound calls and click-to-dial from Lotus Notes and Microsoft Outlook
WHC3 - CRM Connect (Go Integrator DB)	Monthly	£4.95	Enables a user to screen pop customer CRM files on inbound calls and click-to-dial from approved CRM systems. visit https://bt.gointegrator.com/crm-integrations/windows
WHC3 - GoTAPI	Monthly	£3.95	Enables a user to intergrate their Microsoft based TAPI CRM system into WHC, which may allow them to screen pop customer CRM files on inbound calls and support outbound click-to-dial. This application is typically used where Go Integrator DB is not able to support intergration into a particular system.
WHC3 - Fax Messaging	Monthly	£3.95	Enables a user to receive Fax Messages as an e-mail.
WHC3 - Reception Console (Enterprise)	Monthly	£45	Provides a Business with an Enterprise software Receptionist Console that can monitor up to 250 users.
WHC3 - Reception Console (SMB)	Monthly	£7.5	Provides a Business with an SMB software Receptionist Console that can monitor up to 30 users.
WHC3 - UC Team (includes UC Office Desktop (Office UC)	Monthly	£3.95	Enables a user to send Instant Messages, see presence information of their colleagues, run desktop sharing, conferencing calls for up to 8 people. Includes smartphone app.
WHC3 - Call Centre Agent	Monthly	£7.5	Provides a User with a web application that can be used to log in and out of Call Centre ACD queues.
WHC3 - Call Centre Supervisor	Monthly	£13	Provides a User with a web application that can be used to monitor and supervise their Call Centre ACD queues.
WHC3 - Call Analytics - iCS Dashboard Supervisor	Monthly	£4.55	Provides a simple restricted login to just the Insight Dashboard.

WHC3 - Call Analytics iCS Report - Console User	Monthly	£3.55	Allows an individual user access to their own calls statistics.
WHC3 - Call Analytics - iCS Dashboard Supervisor	Monthly	£4.55	Provides a simple restricted login to just the Insight Dashboard.
WHC3 - Call Analytics iCS Report Premier - Contact Centre Agent	Monthly	£9.1	Enhances the user monitoring capability by reporting on a Call Centre agents status and queue availability.
WHC3 - Call Analytics iCS Report - Console User	Monthly	£3.55	Allows an individual user access to their own calls statistics.
WHC3 - Call Analytics - iCS Insight Set-Up	One Time	£50	Provides a Business with a near realtime analytics portal that provides pre-defined dashboards and wallboards reporting for all their calls.
WHC3 - Call Analytics - iCS Report Set-Up	One Time	£50	Provides a Business with a near realtime analytics portal that provides customisable reports, dashboards and wallboard reporting for all their calls.
WHC3 - Call Analytics - iCS Report Premier Set-Up	One Time	£50	Provides a Business with a realtime analytics portal that provides customisable reports, dashboards and wallboard reporting for all their calls.
WHC3 - Call Analytics - iCS Insight Supervisor	Monthly	£3.58	Provides 1 mandatory unrestricted login to the iCS Insight analytics portal.
WHC3 - Call Analytics - iCS Report Supervisor	Monthly	£7.28	Provides 1 mandatory unrestricted login to the iCS Report analytics portal. Additional logins can be ordered and restricted.
WHC3 - Call Analytics - iCS Report Premier Supervisor	Monthly	£22.75	Provides 1 mandatory unrestricted login to the iCS Report Premier analytics portal. Additional restricted logins can be ordered.
WHC3 - Call Analytics - iCS Insight - Monitored User	Monthly	£0.33	Monitors and captures the Users call statistics for the iCS Insight product. All Users must be monitored
WHC3 - Call Analytics iCS Report - Monitored User	Monthly	£1	Monitors and captures the Users call statistics for the iCS Report product. All Users must be monitored
WHC3 - Call Analytics iCS Report Premier - Monitored User	Monthly	£1.37	Monitors and captures the Users call statistics for the iCS Report Premier product. All Users must be monitored
WHC3 - New Number	One Time	£1	new Number selected from UK geographic range
WHC3 - Single Number Port	One Time	£25	Single Analogue Line port
WHC3 - Multiline Port	One Time	£50	Multiline/ISDN Port with 1 Number

WHC3 - DDI Block Port	One Time	£50	ISDN Port with DDI range(s)
WHC3 - Port Rejection/Change	One Time	£10	Charge for every rejection / change of port date
WHC3 - Number Export (Per Number)	One Time	£15	
WHC3 - Hardware	One Time	POA	
WHC3 – Hardware as a Service (Inclusive) 36Month Term	Monthly	POA	
WHC3 - Engineer Survey	One Time	£800	Site Survey to review Network and Site
WHC3 - Project Management and Configuration (Min)	One Time	£250	min configuration charge for system, hunt groups, schedules, users etc
Hosted Voice (UC) On-Site - Installation - per day	One Time	£675	Onsite Engineer to install solution
WHC3 - Web Introduction (2 Hour)	One Time	£250	Web intro to WHC3 System
WHC3 - Tollring Web Introduction	One Time	£350	Overview of Tollring
WHC3 - Training - per day (Excuding Travel Expenses)	One Time	£800	Onsite / Remote training for WHC3 user/supervisor
WHC3 - Mondago GoIntegrator (Controlled Integration)	One Time	£650	Where a controlled integration or supported integration is required
WHC3 - Mondago GoIntegrator (NEW Integration)	One Time	£1750	Where a new CRM not listed is required to be added to CRM Connect
WHC3 - Delivery Per Unit	One Time	£10.99	

Wavenet TeamsLink

Product NAME	Unit of Measure	Price (GBP £)	Description
TeamsLink - TeamsLink Unlimited (Per User)	Monthly	£8	UK Inclusive Minutes, supports 90 international locations, ring-groups, follow-the-sun-routing, auto-attendant, music on hold, visual routing manager, advanced disaster recovery, Power-Bi reporting
TeamsLink - TeamsLink Unlimited (Per User)	One Time	£15	UK Inclusive Minutes, supports 90 international locations, ring-groups, follow-the-sun-routing, auto-attendant, music on hold, visual routing manager, advanced disaster recovery, Power-Bi reporting

TeamsLink - TeamsLink Pro User License (Add-On)	Monthl y	£7	Add-on license to a TeamsLink user providing call queues, skills based routing, support for agents and supervisors (via a separate license)
TeamsLink - TeamsLink Pro User License (Add-On)	One Time	£15	Add-on license to a TeamsLink user providing call queues, skills based routing, support for agents and supervisors (via a separate license)
TeamsLink - TeamsLink Pro Supervisor License (Add-On)	Monthl y	£30	Add-on License to TeamsLink Pro for Supervisor functionality includes access to wallboards and dashboards
TeamsLink - TeamsLink Pro Supervisor License (Add-On)	One Time	£15	Add-on License to TeamsLink Pro for Supervisor functionality includes access to wallboards and dashboards
TeamsLink - TeamsLink Provisioning License (Business Basic)	Monthl y	£4.90	
TeamsLink - GroupVoicemail (VM to Email)	Monthl y	£5.5	
TeamsLink - UK DDI's	One Time	£1	
TeamsLink - Euro DDI (Block of 10)	Monthl y	£50	(Confirm Pricing with Pre-Sales - Voxbone)
TeamsLink - Euro DDI (Block of 10)	One Time	£50	(Confirm Pricing with Pre-Sales - Voxbone)
TeamsLink - International DDI (Blocks of 10)	Monthl y	£75	(Confirm Pricing with Pre-Sales - Voxbone)
TeamsLink - International DDI (Blocks of 10)	One Time	£75	(Confirm Pricing with Pre-Sales - Voxbone)
TeamsLink – Smarsh Unlimited Recording (Per User)	Monthl y	£12.95	
TeamsLink – Smarsh Establishment (Per Org)	One Time	£250	
TeamsLink – Smarsh AI Establishment (Per Org)	One Time	£275	
TeamsLink – Smarsh Unlimited + Transcription + AI	Monthl y	£42.95	
TeamsLink - Verint Recording (PSTN, Teams, IM) 90 Day	Monthl y	£10	TeamsLink Recording
TeamsLink - Verint Recording (PSTN, Teams, IM) 90 Day	One Time	£15	TeamsLink Recording
TeamsLink - Verint Compliance Recording	Monthl y	£15	Required for advanced features, start with a recording license, add on compliance and then the relevant module license
TeamsLink - Verint Compliance Recording	One Time	£15	Required for advanced features, start with a recording license, add on compliance and then the relevant module license

TeamsLink - Verint Add On - Desktop Screen and Video	Monthl y	£13.5	
TeamsLink - Verint Add On - QM	Monthl y	£5	
TeamsLink - Verint Add On - Transcription	Monthl y	£30	
TeamsLink - Verint Add On - Transcription	One Time	£15	
TeamsLink - Verint CompliancePlus Bundle	Monthl y	£55	
TeamsLink - Verint CompliancePlus Bundle	One Time	£30	
TeamsLink - Verint Non Active User Storage	Monthl y	£5	
TeamsLink - Verint Additional Storage Capacity	Monthl y	£5	
TeamsLink - Recording Export establishment fee	One Time	£250	
TeamsLink - Per GB Export	Monthl y	£15	
TeamsLink - New Number	One Time	£1	new Number selected from UK geographic range
TeamsLink - Single Number Port	One Time	£27	Single Analogue Line port
TeamsLink - Multiline Port	One Time	£50	Multiline/ISDN Port with 1 Number
TeamsLink - Multiline with DDI Block Port 1-10	One Time	£130	ISDN Port with DDI range(s)
TeamsLink - Multiline with DDI Block Port > 10	One Time	£175	ISDN Port with DDI range(s)
TeamsLink - Port Rejection/Change	One Time	£10	Charge for every rejection / change of port date
TeamsLink - Number Export (Per Number)	One Time	£15	
TeamsLink - PoE Power Adapter Pack	One Time	£29.42	
TeamsLink – Phone HW	One Time	POA	
TeamsLink – Switch HW	One Time	POA	
TeamsLink - Project Management and Configuration (Min)	One Time	£250	min configuration charge for system, hunt groups, schedules, users etc.
TeamsLink - 1 Hour Remote Training (up to 8 Attendees)	One Time	£150	
TeamsLink - Single SignOn Implementation Services	One Time	£300	

TeamsLink - Infrastructure Preparation Audit	One Time	£1000
TeamsLink - Onsite Training (per day)	One Time	£800
TeamsLink - Delivery Per Unit	One Time	£10.99
TeamsLink - Hardware	One Time	POA

Wavenet 8x8

Product NAME	Unit of Measure	Price (GBP £)	Description
8x8 - Lobby License	Monthly	£4	
8x8 - Lobby License	One Time	£15	
8x8 - X1	Monthly	£10	
8x8 - X1	One Time	£15	
8x8 - X2	Monthly	£20	
8x8 - X2	One Time	£15	
8x8 - X2 (Ireland)	Monthly	£25.2	
8x8 - X2 (Ireland)	One Time	£15	
8x8 - X4	Monthly	£37	
8x8 - X4	One Time	£15	
8x8 - X6 Bundled	Monthly	£105	
8x8 - X6 Bundled	One Time	£20	
8x8 - X7 Bundled	Monthly	£120	
8x8 - X7 Bundled	One Time	£20	
8x8 - X8 Bundled	Monthly	£150	
8x8 - X8 Bundled	One Time	£20	
8x8 - X6 (Inbound Only)	Monthly	£85	
8x8 - X6 (Inbound Only)	One Time	£20	
8x8 - X7 (Inbound Only)	Monthly	£105	
8x8 - X7 (Inbound Only)	One Time	£20	
8x8 - X8 (Inbound Only)	Monthly	£135	
8x8 - X8 (Inbound Only)	One Time	£20	
8x8 - New Number Rental	Monthly	£1	
8x8 - New Number	One Time	£1	new Number selected from UK geographic range
8x8 - Single Number Port	One Time	£25	Single Analogue Line port
8x8 - Multiline Port	One Time	£50	Multiline/ISDN Port with 1 Number
8x8 - DDI Block Port	One Time	£50	ISDN Port with DDI range(s)
8x8 - Port Rejection/Change	One Time	£10	Charge for every rejection / change of port date
8x8 - Number Export (Per Number)	One Time	£15	

8x8 - Project Management and Configuration (Min)	One Time	£250	min configuration charge for system, hunt groups, schedules, users etc. Over 100 POA Disruptive
8x8 - 1 Hour Remote Training (up to 8 Attendees)	One Time	£150	
8x8 - Single SignOn Implementation Services	One Time	£300	
8x8 - Infrastructure Preparation Audit	One Time	£1000	
8x8 - Onsite Training (per day)	One Time	£800	
8x8 - Delivery Per Unit	One Time	£10.99	
8x8 - New International Number	Monthly	POA	
8x8 - Teams Integration License	Monthly	£3	
8x8 - X Series Call Recording Storage (1yr)	Monthly	£2.30	
8x8 - X Series Call Recording Storage (7yr)	Monthly	£4.60	
8x8 - X0	Monthly	£7	
8x8 - X0	One Time	£15	
8x8 - X3	Monthly	£25	
8x8 - X3	One Time	£15	
8x8 – Hardware as a Service (36 month Rental)	Monthly	POA	
8x8 - Hardware	One Time	POA	
8x8 - X Series Call Recording Storage (3yr)	Monthly	£2.95	

Wavenet GP Voice

Product NAME	Unit of Measure	Price (GBP £)	Description
GP Voice - Receptionist User inc. Clinical Integration [Systm1]	Monthly	£11.5	
GP Voice - Receptionist User inc. Clinical Integration	Monthly	£11.5	
GP Voice - GP/Nurse/Admin User [Systm1]	Monthly	£11.5	
GP Voice - GP/Nurse/Admin User	Monthly	£11.5	
GP Voice - Advanced Patient Record Integration	Monthly	£9.5	
GP Voice - Back Office Clinical Integration	Monthly	£5	
GP Voice - Call Recording [3Year]	Monthly	£3.5	
GP Voice - Patient Record Integration	Monthly	£1.5	
GP Voice - Supervisor Add-On License	Monthly	£4.5	
GP Voice - Monthly Hardware and Services	Monthly	POA	

GP Voice - Hardware and Services	One Time	POA
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1.2. Wavenet Contact Centre Services – Cloud Software Services

Wavenet Five 9 VCC

Product NAME	Unit of Measure	Price (GBP £)	Description
VCC Professional Services	One Time	£680	Per Day - SoW required to scope days needed for each implementation
VCC Professional Services	One Time	£85	Per Hour - SoW required to scope days needed for each implementation
Public Sector Core - Voice Contact Center	Monthly	£40	Per Agent Per Month - Voice only contact centre licencing (includes outbound and blended dialler)
Public Sector Premium - Digital Engagement	Monthly	£47	Per Agent Per Month - Includes Voice, Email, Chat and Essentials Quality Management
Public Sector Optimum	Monthly	£72	Per Agent Per Month - Includes Voice, Email, Chat, Enterprise Quality Management and Enterprise Workforce Management
Public Sector Ultimate	Monthly	£91	Per Agent Per Month - Includes Voice, Email, Chat, Enterprise Quality Management, Speech Analytics, Enterprise Workforce Management and Workflow Automation
UC Adapter	Monthly	£4.62	Per Agent Per Month - Adapter to sync VCC Agents with Zoom Phone/MS Teams UC users for back office (full descriptions of each integration available upon request)
CRM Adapter	Monthly	£5.79	Per Agent Per Month - Adapter to integrate with CRM (Salesforce, MS Dynamics, Oracle, Zendesk, ServiceNow)

Wavenet Calabrio

Product NAME	Unit of Measure	Price (GBP £)	Description
Calabrio Setup	One Time	£1550	Calabrio integrates with many Contact Centre, CCaaS, CRM and HR/Payroll applications which are a necessary element of a Calabrio-based project. Professional Services costs to be scoped depending on the specific integration required
Call Recording	Monthly	£7.02	*For Cisco and Webex Contact Centre*

Workforce Management	Monthly	£30.42	Forecasting, Schedules, Intra-day Management, Advisor App/ interface, supervisor and admin portals.
Quality Management	Monthly	£31.90	Screen recording, score cards, personalised learning and feedback, QM reporting
Analytics	Monthly	£53.82	Understand trends in big data, notification of emerging trends, analyse of advisor and customer journeys.
Calabrio One	Monthly	£97.50	*Includes Quality Management, Interaction Analytics and Workforce Management