

boomerang

ARTIFICIAL INTELLIGENCE (AI) SERVICES
G-CLOUD 15 - UK PRICING



Service Plans – Boomerang AI Services

Each plan includes a set of monthly allowances for data processing and AI query results, along with access to the features and interfaces suited to your level of operation. You can upgrade at any time as your requirements grow.

Service Plans (Monthly Charge)	Entry (£0)	Basic (£250)	Pro (£1,000)	Enterprise (£2,500)
AI Service Components				
Data Processing Allowance (per month)	1GB	5GB	25GB	50GB
AI Query Results (per month)	50	1,000	5,000	20,000
Interface Access	User Interface (UI)	UI / Email / API	UI / Email / API	UI / Email / API
LLM Instance / Training	Shared / No access to LLM training	Shared / No access to LLM training	Dedicated / Document uploads for LLM training	Dedicated / Document uploads & API feeds for LLM training

Top-ups & Additional Allowances

If you need more data processing or queries in a given month, you can purchase additional allowances which are priced in line with your plan. If you anticipate occasional spikes in usage, top ups are recommended and where you expect increased usage to be sustained, upgrade your plan to achieve better value.

Optional Bundles (Monthly Charges)	Entry	Basic	Pro	Enterprise
AI Service Components				
Data Processing Allowance	£20 per 1GB	£40 per 5GB	£60 per 10GB	£75 per 25GB
AI Query Results	£10 per 50 queries	£25 per 1,000 queries	£40 per 5,000 queries	£50 per 10,000 queries

Support Services

Standard Support is included within the Basic, Pro and Enterprise Plans. Premium Support is optional and charged according to your Service Plan. Professional Services provides hands-on assistance with implementation, configuration and customisation of your AI services and solutions.

Support Services	Entry	Basic	Pro	Enterprise
Premium Support (24/7/365, Tel Support & SLAs)	Not Available	£50 per month	£100 per month	£200 per month
Standard Support	Not Available	Standard Support is included in the subscription cost and provides Email access to the service desk during business hours (9am – 5pm, Mon – Fri). Standard Support does not offer any service level commitments.		
Professional Services	Not Available	£250 per day	£250 per day	16 hours included £250 per day thereafter

DEFINITIONS / TERMS

DEFINITION	DESCRIPTION
AI Query Result	A single AI-generated response created when you submit a question, prompt or instruction to the system. Each response counts as one query result from your monthly allowance.
API Access	A way for your software systems to connect directly to Boomerang AI, allowing automated data submission and retrieval without using the user interface.
Data Processing Allowance	The amount of data (in gigabytes) you can process through the AI each month, including document uploads, email analysis and file-based workflows. Calculated monthly and subject to Boomerang's Fair Use Policy.
Data Processing Top-Up	An optional add-on that gives you additional data processing capacity beyond your monthly allowance. Charged per bundle based on your plan.
Dedicated LLM Instance	A private Large Language Model environment reserved for your organisation only, providing better performance, isolation and customisation options.
Document Uploads for LLM Training	A feature that lets you upload your own documents to help the AI learn the terminology, tone or structure specific to your organisation.
Email Interface	The ability to send emails directly to the AI system for automated processing, such as summarising, extracting information or categorising messages.
Enterprise Plan	A high-capacity subscription designed for large or regulated organisations that need higher allowances, dedicated LLM access and included Professional Services.
Inclusive Allowance	The amount of data processing and AI query results included each month in your plan at no extra charge. Calculated monthly and subject to Boomerang's Fair Use Policy.
Interface Access	The methods available to access Boomerang AI, such as the user interface, email submission or API integrations.
LLM Instance	The Large Language Model environment used to process your data. Depending on your plan, this may be shared or dedicated.
LLM Training	Improving the model's behaviour using your organisation's documents or data so the AI becomes more accurate and tailored to your needs.
Monthly Charge	The fixed monthly subscription cost for your chosen plan (Entry, Basic, Pro or Enterprise).
Overage	Any usage that exceeds your monthly allowance of data processing or AI queries. Overage is billed using top-up pricing.
Plan Upgrade	Moving to a higher-tier plan to increase your allowances, unlock more features or access better pricing for additional usage.
Premium Support	Optional 24/7/365 support that includes telephone access and service level agreements (SLAs) for faster response and resolution times.
Professional Services	Hands-on expert help with setup, configuration, training, building workflows or customising your AI environment. Charged at a daily rate unless included in your plan.
Query Top-Up	An optional add-on that increases your monthly AI Query Results allowance. Priced per bundle depending on your plan.
Shared LLM Instance	A model environment used by multiple customers. Data is fully separated, but the underlying model is shared to keep costs low for Entry and Basic plans.
Standard Support	Email-based support available during business hours (9am–5pm, Monday to Friday). Included in Basic, Pro and Enterprise plans.
Service Plan	The subscription band (Entry, Basic, Pro or Enterprise) you subscribe to, determining your allowances, features and support level.
Top-Up	A temporary additional allowance that lets you increase your data or AI query capacity for the month without upgrading your plan.
Usage Notifications / Warnings	Alerts sent when your data processing or query allowances are running low or have been exhausted. Notifications appear in the user interface and are also emailed to designated contacts. If your allowance reaches 100% and no top-up or Service Plan upgrade is purchased, access to AI processing services will be suspended until an additional allowance is added or the next monthly cycle begins.
User Interface (UI)	The online dashboard where you can upload files, run tasks, manage jobs and view AI outputs without technical setup.

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