



Business

CLOUD COMMUNICATIONS - CISCO WEBEX

G-Cloud 15: **Pricing Document**

Date: January 2026

Issue number: **1**

1.0 Cloud Communications – Cisco Webex

1.1 Price Schedule

1.2 Webex Contact Centre

Product	Product Description	Price Unit Of Measure	Charge Type	Price
A-FLEX-WCC-P-C-O	Webex Contact Centre Premium Concurrent Agent Overage	Per Agent	Overage	£160.00
A-FLEX-WCC-P-C	Webex Contact Centre Premium Concurrent Agent	Per Agent	MRC	£160.00
A-FLEX-WCC-S-C-O	Webex Contact Centre Standard Concurrent Agent Overage	Per Agent	Overage	£109.00
A-FLEX-WCC-P-N	Webex Contact Centre Premium Named Agent	Per Agent	MRC	£125.00
A-FLEX-WCC-S-N-O	Webex Contact Centre Standard Named Agent Overage	Per Agent	Overage	£81.00
A-FLEX-WCC-S-N	Webex Contact Centre Standard Named Agent	Per Agent	MRC	£81.00
A-FLEX-WCC-S-C	Webex Contact Centre Standard Concurrent Agent	Per Agent	MRC	£109.00
A-FLEX-WCC-P-N-O	Webex Contact Centre Premium Named Agent Overage	Per Agent	Overage	£125.00

Table 1 - Webex Contact Centre Pricing

1.3 Webex Calling

1.3.1.1 Webex Calling – Named User

Product	Product Description	Price Unit Of Measure	Charge Type	Price
A-FLEX-NUCL-P	NU Webex Calling Professional	Per User	MRC	£11.00
A-FLEX-NUCL-E	NU Webex Calling Workspace for Common Area	Per User	MRC	£8.50
A-FLEX-NUCL-P	NU Webex Calling Professional	Per User	MRC	£11.00
A-FLEX-NUCL-E	NU Webex Calling Workspace for Common Area	Per User	MRC	£8.50

Table 2 - Webex Calling - Named User Pricing

1.3.1.2 Webex Calling – Enterprise Agreement

Product	Product Description	Price Unit Of Measure	Charge Type	Price
A-FLEX-CL-COMMON	Webex Calling Common Area Add-on	Per User	MRC	£9.50
A-FLEX-EACL	EntW Webex Calling	Per User	MRC	£13.50

Table 3 - Webex Calling - Enterprise Agreement Pricing

1.3.1.3 Webex Suite – Named User

Product	Product Description	Price Unit Of Measure	Charge Type	Price
A-FLEX-NU-MCL	NU Meeting Centre with Webex Calling Professional (2)	Per User	MRC	£24.00

Table 4 - Webex Suite Name User Pricing

1.3.1.4 Webex Suite – Enterprise Agreement

Product	Product Description	Price Unit Of Measure	Charge Type	Price
A-FLEX-EA-MCL	EA Cloud Meetings with EA Webex Calling - Webex Suite	Per User	MRC	£25.00

Table 5 - Webex Suite Enterprise Agreement Pricing

1.4 Webex Meetings

1.4.1.1 Webex Meetings – Named User

Product	Product Description	Price Unit Of Measure	Charge Type	Price
A-FLEX-NUM-MC	NU Webex Meetings - Meetings	Per User	MRC	£19.00
A-FLEX-NUM-EE	NU Webex Meetings Package	Per User	MRC	£51.00

Table 6 - Webex Meetings Named User Pricing

1.4.1.2 Webex Meetings – Enterprise Agreement

Product	Product Description	Price Unit Of Measure	Charge Type	Price
A-FLEX-EAM	EA Meetings (1)	Per User	MRC	£14.00

Table 7 - Webex Meetings Enterprise Agreement Pricing

1.4.1.3 Webex Meetings – Active User

Product	Product Description	Price Unit Of Measure	Charge Type	Price
A-FLEX-AUM	AU Meetings (1)	Per User	MRC	£21.00

Table 8 - Webex Meetings Active User Pricing

1.4.1.4 Webex Messenger Add-On

Product	Product Description	Price Unit Of Measure	Charge Type	Price
A-FLEX-TEAMS-MSG	Webex Messaging (1)	Per User	MRC	£1.00

Table 9 - Webex Messenger Add-On Pricing

1.5 Webex Go

Product	Product Description	Price Unit Of Measure	Charge Type	Price
A-WEBEX-GO-ENT	Webex Go Entitlement	Per User	MRC	£9.00

Table 10 - Webex Go Pricing

1.6 Additional Telephony Services

1.6.1.1 SIP Charges

Webex SIP Sku	Price	Comments	Term (Months)
Webex SIP DDI PAYG Basic OOB	£3.50	No bundle use rate card - Per month Per DDI	1
Webex SIP DDI PAYG Basic 1YR	£3.50	No bundle use rate card - Per month Per DDI	12
Webex SIP DDI PAYG Basic 2YR	£3.25	No bundle use rate card - Per month Per DDI	24
Webex SIP DDI PAYG Basic 3YR	£3.00	No bundle use rate card - Per month Per DDI	36
Webex SIP DDI PAYG Basic 4YR	£2.90	No bundle use rate card - Per month Per DDI	48
Webex SIP DDI PAYG Basic 5YR	£2.80	No bundle use rate card - Per month Per DDI	60
Webex SIP DDI Standard Inc minutes OOB	£4.50	01/02/03 Numbers 5000 Mins Per Month Per DDI 2000 UK Mobile Per DDI	1
Webex SIP DDI Standard Inc minutes 1YR	£4.50	01/02/03 Numbers 5000 Mins Per Month Per DDI 2000 UK Mobile Per DDI	12
Webex SIP DDI Standard Inc minutes 2YR	£4.25	01/02/03 Numbers 5000 Mins Per Month Per DDI 2000 UK Mobile Per DDI	24
Webex SIP DDI Standard Inc minutes 3YR	£4.00	01/02/03 Numbers 5000 Mins Per Month Per DDI 2000 UK Mobile Per DDI	36
Webex SIP DDI Standard Inc minutes 4YR	£3.75	01/02/03 Numbers 5000 Mins Per Month Per DDI 2000 UK Mobile Per DDI	48

Webex SIP Sku	Price	Comments	Term (Months)
Webex SIP DDI Standard Inc minutes 5YR	£3.50	01/02/03 Numbers 5000 Mins Per Month Per DDI 2000 UK Mobile Per DDI	60
Webex SIP DDI Plus Unlimited OOB	£5.00	Fair Usage	1
Webex SIP DDI Plus Unlimited 1YR	£5.00	Fair Usage	12
Webex SIP DDI Plus Unlimited 2YR	£4.75	Fair Usage	24
Webex SIP DDI Plus Unlimited 3YR	£4.50	Fair Usage	36
Webex SIP DDI Plus Unlimited 4YR	£4.25	Fair Usage	48
Webex SIP DDI Plus Unlimited 5YR	£4.00	Fair Usage	60

Table 11 – SIP Charges Pricing

1.6.1.2 Charges for SSIP Porting Charges

Number & Features	One-Off
New Geographic Number	£1.00 Per DDI
Geographic number Port	£3.50
Geographic number Port - Complex	£30.00
Port Date Change	£38.00
Port Order Rejection	£15.00
Port Order Cancelled	£15.00
Out of Hours Porting	£1,060
Out of Hours Transfer	£1,060

Table 12 - SIP Other Charges

1.7 Professional Services

1.7.1.1 Cisco Support

Services	Name	Charge
SVS-FLEX-SUPT-BAS	Basic Support for Flex Plan	Included with Subscription
SVS-CSS-SUPT-SSPT	Solution Support for Flex Plan	10% of the contract value
SVS-FLEX-SUPT-ENH	Enhanced Support for Flex Plan	15% of the contract value Minimum of £20,000
SVS-FLEX-SUPT-PRE	Premium Support for Flex Plan	25% of the contract value Minimum of £100,000

Table 13 – Cisco Support Packages

1.7.1.2 Other Charges

The following changes can only be made by the Supplier and shall be provided via a Variation.

Item	Price	Unit Of Measure
Standard Setup	£50.00	Per User – One Off Cost
Bespoke Setup	Based on Professional Service	Working Days

Table 14 – Setup Pricing

1.7.1.3 Webex Moves, Adds, Changes & Deletes (MACD)

MACD Change type classification	In Hours	Out of Hours
Simple	£90.00	£140.00
Medium	£250.00	£400.00
Complex	£670.00	£1,070.00
Bespoke	Priced per hour of effort required based on £90 per Hour	Priced per hour of effort required based on £140 per Hour

Table 15 - MACD Pricing

1.8 Pricing Conditions and Assumptions

- Contract with a minimum Call-Off Initial Period of 36 months
- The licensing model is assumed to be an Enterprise Agreement
- Maximum DDIs per Webex Calling License are 1.7
- Minimum of 80 Contact Centre Agents
- For Webex Meetings: Order must reflect the greater of the following: (a) 100 Knowledge Workers; or (b) 15% of your Knowledge Workers.
- For Webex Calling – Named User: Minimum order quantity of 250 users
- For Webex Contact Centre: Minimum of 3 agent licences
- For Webex Calling – Experience Essentials: Minimum order quantity of 250 users
- For all Call-Off Contracts: The Buyer must purchase both Webex Calling and Webex Contact Centre.
- Prices are subject to survey, design, requirement and customer details captured.
- Prices are subject to volume and term, such as 36 months.
- Differing contract term, volumes and bandwidths are also available.
- The Supplier offers Professional Services to support the Buyer's requirements as detailed in the table below.
- A valid discount voucher may be applicable and can be included in the Call-Off Order Form at the time of purchase.
- All prices are exclusive of VAT.



- For additional telephony charges, call usage tariff charges will apply for Pay-As-You-Go call charges at a per minute rate, International Calls, and UK geographic calls charges based on a fixed tariff rate. These rate cards will be provided to the Buyer before, or upon the parties entering, into the Call-Off Contract.

1.9 Professional Services Rate Card

Resource Type	Price Per Day
Project Management	
Project Manager	£650
Senior Project Manager	£800
Engineering	
Junior Engineer	
Standard Day - normal working hours (8hrs 8.00am-6.00pm)	£350
Half Day - normal working hours (4hrs 8.00am-6.00pm)	£200
Out of Hours Weekdays Evening and Saturday (x1.5)	£525
Out of Hours Sunday and Bank Holiday (x2)	£700
Systems Engineer	
Standard Day - normal working hours (8hrs 8.00am-6.00pm)	£750
Half Day - normal working hours (4hrs 8.00am-6.00pm)	£428
Out of Hours Weekdays Evening and Saturday (x1.5)	£1,125
Out of Hours Sunday and Bank Holiday (x2)	£1,500
Principle Engineer	
Standard Day - normal working hours (8hrs 8.00am-6.00pm)	£900
Half Day - normal working hours (4hrs 8.00am-6.00pm)	£513
Out of Hours Weekdays Evening and Saturday (x1.5)	£1,350
Out of Hours Sunday and Bank Holiday (x2)	£1,800
Consultant Engineer	
Standard Day - normal working hours (8hrs 8.00am-6.00pm)	£1,200
Half Day - normal working hours (4hrs 8.00am-6.00pm)	£684
Out of Hours Weekdays Evening and Saturday (x1.5)	£1,800
Out of Hours Sunday and Bank Holiday (x2)	£2,400
Transition	

Resource Type	Price Per Day
Transition Manager	£1,350
Solutions Architect	
Junior Solutions Architect	£1,320
Senior Solutions Architect	£1,800
Information Security	
Information Security Consultant	£1,550
Security Operations Centre	
Cyber Security Engineer	
Standard Day - normal working hours (8hrs 8.00am-6.00pm)	£750
Half Day - normal working hours (4hrs 8.00am-6.00pm)	£428
Out of Hours Weekdays Evening and Saturday (x1.5)	£1,125
Out of Hours Sunday and Bank Holiday (x2)	£1,500
Senior Cyber Security Engineer	
Standard Day - normal working hours (8hrs 8.00am-6.00pm)	£825
Half Day - normal working hours (4hrs 8.00am-6.00pm)	£471
Out of Hours Weekdays Evening and Saturday (x1.5)	£1,238
Out of Hours Sunday and Bank Holiday (x2)	£1,650
Principle Cyber Security Engineer	
Standard Day - normal working hours (8hrs 8.00am-6.00pm)	£900
Half Day - normal working hours (4hrs 8.00am-6.00pm)	£513
Out of Hours Weekdays Evening and Saturday (x1.5)	£1,350
Out of Hours Sunday and Bank Holiday (x2)	£1,800

Table 16 - Professional Service Pricing



Company Statement

All information contained in this proposal is subject to contract and, unless expressly stated to the contrary, to Virgin Media Business Limited's standard terms and conditions.

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Registered office: 500 Brook Drive, Reading, RG2 6UU, United Kingdom

Brand Statement

Buyers entering into a Call-Off Contract will be contracting with Virgin Media Business Limited ("The Supplier").

On the 1st August 2025 Virgin Media O2 Business and Daisy Group merged to create a new B2B telecoms powerhouse – O2 Daisy.

O2 Daisy is fully consolidated by Virgin Media O2 with a 70/30 ownership structure with Daisy Group. The corporate brands Virgin Media O2 Business, Virgin Media Business and O2 Business remain.

For contracting purposes, customers of these brands contract with Virgin Media Business Ltd. Depending on the services to be provided, affiliate companies may act as billing and collection agents, such as Telefonica UK.



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