

iPECS - Rate Card and Margins

iPECS Internal Support	Unit Price
IPECS - Standard Support - Monday to Friday 8:30am to 17:30pm	£2.00
IPECS - Advanced Support - Monday to Friday 8:00am to 18:00pm Inc Bank Holidays	£3.00
IPECS - Premium Support - 24/7 365 Inc Bank Holidays	£4.00

iPECS Base Licensing	Unit Price
IPECS - Lite Cloud License (No Hardware Fund, No Minutes Provided) Note: Does not support Call Recording, Voicemail, ACD, Fax or Call Controls	£3.20
IPECS - Power Cloud License - 36 Month Bundle (Inc Hardware Fund, 2000 UK Local/National & 2000 UK Mobile Minutes, 3 Months Call Recording, Analytics, ONE UC Client, Connect with CRM Integrations with restricted AI on Hold - 2 messages per year)	£13.28
IPECS - Power Cloud License - 60 Month Bundle (Inc Hardware Fund, 2000 UK Local/National & 2000 UK Mobile Minutes, 3 Months Call Recording, Analytics, ONE UC Client, Connect with CRM Integrations with restricted AI on Hold - 2 messages per year)	£11.68
IPECS - Power Cloud License - 36 Month Bundle (No Hardware Fund, 2000 UK Local/National & 2000 UK Mobile Minutes, 3 Months Call Recording, Analytics, ONE UC Client, Connect with CRM Integrations with restricted AI on Hold - 2 messages per year)	£9.28
IPECS - Power Cloud License - 60 Month Bundle (No Hardware Fund, 2000 UK Local/National & 2000 UK Mobile Minutes, 3 Months Call Recording, Analytics, ONE UC Client, Connect with CRM Integrations with restricted AI on Hold - 2 messages per year)	£8.48

Apps	Unit Price
IPECS - ONE Softphone and Mobile Application	£2.70
IPECS - CONNECT for iPECS Cloud	£3.95
IPECS Side Kick Transcription - 100 Minutes Bundle (Site-wide user bundle)	£4.69
IPECS Side Kick Transcription - 500 Minutes Bundle (Site-wide user bundle)	£18.75
IPECS Side Kick Transcription - 1000 Minutes Bundle (Site-wide user bundle)	£29.69
IPECS Side Kick Transcription - 2500 Minutes Bundle (Site-wide user bundle)	£68.75
IPECS Side Kick Transcription - 10000 Minutes Bundle (Site-wide user bundle)	£218.75
IPECS Side Kick Transcription - 50000 Minutes Bundle (Site-wide user bundle)	£1,056.25

Analytics	Unit Price
IPECS -ANALYTICS Advanced+ Supervisor subscriber (Selective monitoring of extensions)	£19.00
IPECS -ANALYTICS Advanced+ Endpoint (Only required for monitored extensions)	£3.00
IPECS - ANALYTICS Advanced Supervisor	£17.00
IPECS -ANALYTICS Advanced Endpoint (Automatically applied to all extensions)	£1.40

Anywhere for iPECS Cloud (Mobile Sim and Data)	Unit Price
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IPECS- Physical SIM for ANYWHERE	£1.56
IPECS- eSIM for ANYWHERE	£0.76
IPECS-0GB, Rolling 30 day contract with unlimited SMS for ANYWHERE	£6.71
IPECS-2GB, Rolling 30 day contract with unlimited SMS for ANYWHERE	£9.88
IPECS-10GB, Rolling 30 day contract with unlimited SMS for ANYWHERE	£14.32
IPECS-Unlimited GB, Rolling 30 day contract with unlimited SMS for ANYWHERE - 100GB fair use policy	£24.79

Call Recording	Unit Price
IPECS - 3 Months FOC Recording storage	£0.00
IPECS - 6 Months Call Recording storage	£0.40
IPECS - 1 Year Call Recording storage	£0.90
IPECS - 2 Years Call Recording storage	£1.80
IPECS - 3 Years Call Recording storage	£2.40
IPECS - 5 Years Call Recording storage	£3.90
IPECS - 7 Years Call Recording storage	£5.30

PCI for iPECS	Unit Price
IPECS - New PSP Integration Development (Please obtain confirmation from your account manager POA)	£0.00
IPECS - New PSP Integration - Hosting Charge - New Provider (POA)	£0.00
IPECS - PCI for iPECS - Per subscriber licence	£12.50
IPECS - PCI Link-Pay (Per agent addition to core PCI licence - 200 links included per month)	£4.55
IPECS - Additional 100 links for PCI link pay (Per agent)	£3.95
IPECS - PCI Link-Pap SMS delivery (Per SMS Link delivered)	£0.11

Bolt Ons	Unit Price
IPECS - Remote installation for Advanced Application/CRM Integration (Mondago)	£500.00
IPECS - ACD subscriber	£2.40
IPECS - My FAX subscriber	£5.00
iPECS ONE Call Control	£1.00
iPECS ONE Collaboration (Includes multi-party video & chat rooms)	£6.50
iPECS ONE CRM Integration for iPECS ONE Call Control and UC Softphone	£6.00
2 weeks Pro-Services support for API-only use of CONNECT	£1,000.00
Bespoke CoSoft development for CONNECT	£1,620.00
ENGAGE for CONNECT (per website)	£800.00
AI-Based Information/MoH for SIDEKICK	£19.90
Per minute charge for additional SIDEKICK transcriptions (Billed based on minutes consumed over the above bundles)	£0.18

WhatsApp for Connect (Additional network and META charges may apply)	£1.98
Mandatory setup for CONNECT WhatsApp plugin	£300.00
Licence bundle including Call2Teams and Call2TeamsGO	£5.60
Wallboard-only licence for iPECS Analytics	£6.00
Advanced Voice Functions (ACD) for iPECS ANALYTICS	£13.00
iPECS ANALYTICS Standard Supervisor	£10.00
iPECS ANALYTICS Standard Endpoint (Automatically applied to all extensions)	£1.00

Handsets	Unit Price
IPECS - LG 1010 4 line display with 4 flex buttons, 3 soft keys & dual 10/100MB ports	£73.33
IPECS - LG 1020 6 button, greyscale display with paper labels & dual Gigabit Ethernet ports	£120.00
IPECS - LG 1030 5 line display with 18 flex buttons, colour display & dual Gigabit Ethernet ports	£153.33
IPECS - LG 1040 6 line display with 24 flex buttons, colour display & dual Gigabit Ethernet ports	£173.33
IPECS - LG 1050 8 line display with 36 flex buttons, colour display & dual Gigabit Ethernet ports	£253.33
IPECS - LG 1080 Android-based, Touchscreen phone (WiFi, Bluetooth, HDMI, USB-C - Supports Yealink BT51 Bluetooth dongle)	£533.33
IPECS - LG 1048 Expansion Module - 48 button console with colour display (Supported on 1020i, 1030i, 1040i, 1050i, 1080i)	£226.67
IPECS - Fanvil X305 Large Button phone - White	£107.78
IPECS - Yealink CP925 HD IP Conference Phone (No PSU)	£357.33
IPECS - Yealink CP965 HD IP Conference Phone (No PSU)	£452.00
IPECS - Yealink T58ProCam Android Based IP Video Phone with cordless bluetooth receiver and USB CAM50	£353.09
IPECS - Yealink T58Pro Android Based IP Video Phone with cordless bluetooth receiver	£307.50
IPECS - Yealink T58 Cam Android Based IP Video Phone with corded receiver	£327.16
IPECS - Yealink T58W Android Based IP Video Phone with corded receiver	£297.37
IPECS - Yealink T54W Business IP phone with colour screen and inbuilt Bluetooth and Wifi	£168.00
IPECS - Yealink T53 Business IP phone with backlit screen	£106.67
IPECS - Yealink T46U Office IP phone with colour screen	£157.33
IPECS - Yealink T43U Office IP phone with backlit screen	£88.75
IPECS - Yealink T33G entry level IP phone with colour screen	£78.67
IPECS - Yealink AX83H WiFi Phone	£120.00
IPECS - LG 9208 8 Button Display Digital Terminal (Limited stock - lead time could be 12 to 16 weeks)	£80.00
IPECS - LG 9240 12 button Large Display Terminal (Limited stock - lead time could be 12 to 16 weeks)	£113.33

Cordless Phones	Unit Price
iPECS - 120dh Basic IP DECT Phone	£89.33
iPECS - IP-DECT handset (Maximum 100 handsets per system - GDC800H + 120dh + 150dh)	£176.00
iPECS - 150dh Ruggedised IP DECT Phone	£340.00

iPECS - 130db IP DECT Base Station (Max base stations per system; 254 - UCP,)	£301.33
iPECS - IP-DECT repeater supporting 3 simultaneous DECT calls (Maximum of 1 repeater per base station)	£266.67
iPECS - Grandstream W820P WiFi phone	£189.83
iPECS - Yealink W73P (W73H phone + W70B base)	£116.00
iPECS - Yealink W73H SIP DECT Phone	£69.95
iPECS - Yealink W76P (W56H phone + W70B base)	£109.99
iPECS - Yealink W70B base station	£65.33
iPECS - Yealink W59R Ruggedised Handset	£138.67
iPECS - Yealink Repeater for W70B Base	£120.00
Yealink WH62M headset with Charging Base	£102.22
Yealink WH62D headset with Charging Base	£116.67

Headsets	Unit Price
iPECS - Yealink BH76 Bluetooth Headset with charging stand	£153.33
iPECS - Yealink BH76 Bluetooth Headset - no charging stand	£145.33
iPECS - Yealink BH71 Pro Mobile Bluetooth Headset - Over-The-Ear	£90.67
iPECS - Yealink BH70 Bluetooth Headset - Dual Ear, USB-A and TEAMS approved	£90.40
iPECS - Integrated EHS Adaptor for: 1030i, 1040i, 1050i	£116.00

Analogue and Digital Modules	Unit Price
IPECS - 8 Port Digital Extension Module	£362.67
IPECS - 24 Port Digital Extension Module (Requires 1 x CCABLEM)	£914.67
IPECS - 4 Port Analogue (SLT) Extension Module	£586.67
IPECS - 8 Port Analogue (SLT) Extension Module	£894.67
IPECS - 32 Port Analogue (SLT) Extension Module (Requires 2 x CCABLEM)	£1,150.67
IPECS - 19" Rack Mount Unit for Single Module - 1U	£66.67
IPECS - 3M 25 Pair Cable for SLTM32 and DTIM24 - Male	£20.00
IPECS - Wall Mount Kit for Single UCP or Module	£12.00

Phone Spares and Accessories	Unit Price
IPECS - TP-LINK Archer T3U WiFi Dongle for 1040i and 1050i	£24.00
IPECS - IP-DECT Handset Spare Battery for GDC800 & 150DH	£29.33
IPECS - Grandstream HT802 2-port ATA	£86.67
IPECS - Replacement handset and curly cord for 1010i phone	£9.33
IPECS - Replacement handset and curly cord for 1030i, 1040i, 1050i	£12.00
IPECS - E-LG IP Phone Power Adaptor - required to power each handset if PoE not used (For 1000i series)	£13.33

Number and Directory Management	Unit Price
IPECS - Bulk DDI Migration Order - block of 11 or more	£131.25
IPECS - Bulk DDI Migration Order - block of up to 10	£66.25
IPECS - Single DDI Migration Order	£13.75
IPECS - Gamma Number Migration Charge	£0.88
IPECS - Cost for a single new number purchase is £0.70, this is a randomly assigned number allocated by Gamma based on the selected area code - ranges can be requested at n	£0.88
IPECS - Range of 1 to 9 new numbers (specific numbers chosen from the Gamma list of new available numbers)	£15.00
IPECS - Range of 10 to 49 new numbers (specific numbers chosen from the Gamma list of new available numbers)	£28.75
IPECS - Range of 50 to 99 new numbers (specific numbers chosen from the Gamma list of new available numbers)	£72.50
IPECS - Range of 100 to 499 new numbers (specific numbers chosen from the Gamma list of new available numbers)	£108.75
IPECS - Range of 500 to 999 new numbers (specific numbers chosen from the Gamma list of new available numbers)	£216.25
IPECS - Range of 1000 or more new numbers (specific numbers chosen from the Gamma list of new available numbers)	£360.00
IPECS - Golden Number (includes number selection charge)	£1,250.00
IPECS - Platinum Number (includes number selection charge)	£1,437.50
IPECS - Single Line Port Order	£13.75
IPECS - Multi-Line Port Order (Aux)	£26.25
IPECS - Multi-Line Number Port with DDI block of up to 10	£66.25
IPECS - Multi-Line Number Port with DDI block of 11+	£131.25
IPECS - Port Order Cancellation Charge (48 hours notice required for cancellation)	£16.88
IPECS - Port Order Rejection Charge	£16.88
IPECS - Change of Port Date (48 hours notice required)/Emergency Number Restore Charge	£32.81
IPECS - Porting Numbers away charge (Per number charge)	£13.75
IPECS - Out of hours port weekday evening	
NOTE: In addition to porting charge. Only charged once for multi-ports	£156.25
IPECS - Out of hours port Saturday (In addition to porting charge. Only charged once for multi-ports)	£312.50

Professional Services	Unit Price
Project Management Day	£655.00
Project Management Time Per Hour	£120.00
Project Management Time Per Hour - Out of Hours	£180.00
Cloud Voice - Engineering Daily Rate	£765.00
Cloud Voice - Engineering Daily Rate - Remote	£545.00
Cloud Voice - Engineering Half Day Rate	£400.00
Cloud Voice - Engineering Half Day Rate - Remote	£275.00

iPECS Contact Internal Support	Unit Price
IPECS - Contact Standard Support - Monday to Friday 8:30am to 17:30pm	£5.60
IPECS - Contact Advanced Support - Monday to Friday 8:00am to 18:00pm Inc Bank Holidays	£8.00
IPECS - Contact Premium Support - 24/7 365 Inc Bank Holidays	£12.00

Core Licences	Unit Price
IPECS Contact - Voice Channel License (Named User) inc Standard Support 8x5	£21.89
IPECS Contact - E-mail Channel License (Named User) inc Standard Support 8x5	£17.50
IPECS Contact - Voice Channel License (Named User) inc Enhanced Support 24x7	£23.41
IPECS Contact - E-mail Channel License (Named User) inc Enhanced Support 24x7	£18.73
IPECS Contact - Webchat Channel License (Named User) inc Enhanced Support 24x7	£12.49
IPECS Contact - SMS Channel License (Named User) inc Enhanced Support 24x7	£12.49
IPECS Contact - Social Channel License - Instagram, Facebook, WhatsApp (Named User) inc Enhanced Support 24x7	£34.40

Supplementary Licences	Unit Price
IPECS Contact - 6 months FOC Call Recording inc Standard Support 8x5	£0.00
IPECS Contact - 1 Year Call Recording (Per User) inc Standard Support 8x5	£6.57
IPECS Contact - 3 Year Call Recording (Per User) inc Standard Support 8x5	£8.01
IPECS Contact - 5 Year Call Recording (Per User) inc Standard Support 8x5	£9.43
IPECS Contact - 7 Year Call Recording (Per User) inc Standard Support 8x5	£10.19
IPECS Contact - Administration only Back-office User (Named User) inc Standard Support 8x5	£13.79
IPECS Contact - Custom Activity License (Named User) inc Standard Support 8x5	£7.71
IPECS Contact - 1 Year Call Recording (Per User) inc Enhanced Support 24x7	£7.06
IPECS Contact - 3 Year Call Recording (Per User) inc Enhanced Support 24x7	£8.56
IPECS Contact - 5 Year Call Recording (Per User) inc Enhanced Support 24x7	£10.19
IPECS Contact - 7 Year Call Recording (Per User) inc Enhanced Support 24x7	£10.24
IPECS Contact - Administration only Back-office User (Named User) inc Enhanced Support 24x7	£13.99
IPECS Contact - Custom Activity License (Named User) inc Enhanced Support 24x7	£8.21

License Bundles	Unit Price
IPECS Contact - Voice + E-mail (Named User) Bundle inc Standard Support 8x5	£33.59
IPECS Contact - Voice + E-mail + Webchat (Named User) Bundle inc Standard Support 8x5	£44.29
IPECS Contact - Voice + E-mail + Social (Named User) Bundle inc Standard Support 8x5	£59.71
IPECS Contact - All Channels (Named User) Bundle inc Standard Support 8x5	£75.93
IPECS Contact - Voice + E-mail (Named User) Bundle inc Enhanced Support 24x7	£35.97
IPECS Contact - Voice + E-mail + Webchat (Named User) Bundle inc Enhanced Support 24x7	£46.69

IPECS Contact - Voice + E-mail + Social (Named User) Bundle inc Enhanced Support 24x7	£63.79
IPECS Contact - All Channels (Named User) Bundle inc Enhanced Support 24x7	£81.16

Add-On Bundles	Unit Price
IPECS Contact - CRM & Contact History Package (Named User / Per User) inc Standard Support 8x5	£4.29
IPECS Contact - Outbound Dialling Package (Named User) inc Standard Support 8x5	£24.23
IPECS Contact - Robocaller (Per Channel) inc Standard Support 8x5	£52.82
IPECS Contact - Voice Automation Package (Per Installation) inc Standard Support 8x5	£130.50
IPECS Contact - Business Intelligence Package (Per Installation) inc Standard Support 8x5	£262.86
IPECS Contact - Smart Call Transcription (STT) (5000 minutes included) inc Standard Support 8x5	£262.86
IPECS Contact - Smart Call Transcription (STT) - 1 minute - inc Standard Support 8x5	£0.08
IPECS Contact - Daktela Copilot - Named User License inc Standard Support 8x5	£10.71
IPECS Contact - AI Power Pack (includes 100k tokens) inc Standard Support 8x5	£263.91
IPECS Contact - AI Power Pack – additional 100k tokens inc Standard Support 8x5	£130.50
IPECS Contact - CRM & Contact History Package (Named User / Per User) inc Enhanced Support 24x7	£4.69
IPECS Contact - Outbound Dialling Package (Named User) inc Enhanced Support 24x7	£26.43
IPECS Contact - Robocaller (Per Channel) inc Enhanced Support 24x7	£56.98
IPECS Contact - Voice Automation Package (Per Installation) inc Enhanced Support 24x7	£140.83
IPECS Contact - Business Intelligence Package (Per Installation) inc Enhanced Support 24x7	£282.86
IPECS Contact - Smart Call Transcription (STT) (5000 minutes included) inc Enhanced Support 24x7	£282.86
IPECS Contact - Smart Call Transcription (STT) - 1 minute - inc Enhanced Support 24x7	£0.08
IPECS Contact - Daktela Copilot - Named User License inc Enhanced Support 24x7	£11.43
IPECS Contact - AI Power Pack (includes 100k tokens) inc Enhanced Support 24x7	£282.86
IPECS Contact - AI Power Pack – additional 100k tokens inc Enhanced Support 24x7	£140.83
Essentials	Unit Price
IPECS Contact - Workforce Management Per User inc Standard Support 8x5	£27.49
IPECS Contact - AI Agent Inbound Voicebot inc Standard Support 8x5	£510.63
IPECS Contact - AI Agent Outbound Voicebot inc Standard Support 8x5	£510.63
IPECS Contact - AI Agent Emailbot inc Standard Support 8x5	£510.63
IPECS Contact - AI Agent RBM Bot inc Standard Support 8x5	£275.64
IPECS Contact - Workforce Management Per User inc Enhanced Support 24x7	£29.49
IPECS Contact - AI Agent Chatbot inc Enhanced Support 24x7	£361.43
IPECS Contact - AI Agent Inbound Voicebot inc Enhanced Support 24x7	£575.00
IPECS Contact - AI Agent Outbound Voicebot inc Enhanced Support 24x7	£575.00
IPECS Contact - AI Agent Emailbot inc Enhanced Support 24x7	£575.00
IPECS Contact - AI Agent RBM Bot inc Enhanced Support 24x7	£295.71

AI Agent Inbound Voicebot - 1 minute inc Standard Support 8x5	£0.14
AI Agent Outbound Voicebot - 1 minute inc Standard Support 8x5	£0.14
AI Agent LLM Token inc Standard Support 8x5	£0.03
AI Agent Inbound Voicebot - 1 minute inc Enhanced Support 24x7	£0.14
AI Agent Outbound Voicebot - 1 minute inc Enhanced Support 24x7	£0.14
AI Agent LLM Token inc Enhanced Support 24x7	£0.03

Other	Unit Price
IPECS Contact - Contact Centre Installation + 100 GB Storage (Monthly) inc Standard Support 8x5	£131.91
IPECS Contact - WhatsApp Connector (Single mobile number) inc Standard Support 8x5	£67.86
IPECS Contact - Microsoft Teams Connector inc Standard Support 8x5	£378.57
IPECS Contact - IVR Recording - Human inc Standard Support 8x5	£93.75
IPECS Contact - IVR Recording - Text-to-speech inc Standard Support 8x5	£48.30
IPECS Contact - 1 GB Storage Charge over 100 GB inc Standard Support 8x5	£1.54
IPECS Contact - 1 Customisation Script inc Standard Support 8x5	£13.75
IPECS Contact - Daktela CC Installation + 100 GB Storage (Monthly) inc Enhanced Support 24x7	£140.83
IPECS Contact - WhatsApp Connector (Single mobile number) inc Enhanced Support 24x7	£67.86
IPECS Contact - Microsoft Teams Connector inc Enhanced Support 24x7	£400.00
IPECS Contact - IVR Recording - Human inc Enhanced Support 24x7	£100.85
IPECS Contact - IVR Recording - Text-to-speech inc Enhanced Support 24x7	£51.43
IPECS Contact - 1 GB Storage Charge over 100 GB inc Enhanced Support 24x7	£1.64
IPECS Contact - 1 Customisation Script inc Enhanced Support 24x7	£14.71

Telco Charges	Unit Price
IPECS Contact - SMS Connect inc Standard Support 8x5	£65.86
IPECS Contact - SMS Connect - Two way inc Standard Support 8x5	£65.86
IPECS Contact - 3rd Party SMS Gateway inc Standard Support 8x5	£524.82
IPECS Contact - SMS Connect inc Enhanced Support 24x7	£70.57
IPECS Contact - SMS Connect - Two way inc Enhanced Support 24x7	£70.57
IPECS Contact - 3rd Party SMS Gateway inc Enhanced Support 24x7	£564.29
IPECS Contact - UK Mobile Number (needed for 2 way SMS)	£7.14
IPECS Contact - SMS to UK numbers (Per Text message)	£0.08

Support and Work Charges	Unit Price
IPECS Contact - Contact Centre Installation (One-off)	£276.47
IPECS Contact - Support Work (Per Day)	£534.12

IPECS Contact - Support Work (Per Hour)	£66.47
IPECS Contact - Professional Work (Per Day)	£800.00
IPECS Contact - Professional Work (Per Hour)	£100.00