

Effective June 2025



Item	Note	Duration	Messaging Costs	
Charges for service setup				
Telsolutions Hosted Dialler	Module Build		£600	Per Enterprise account
Service Training	Per site / per day		£450	Per Enterprise account
Dialler Diasaster Recovery Backup and management	Requested service	Monthly	£170	18 Month committed agreement
Telsolutions Professional service development				
Service development	Work Order quote	Per Hr	£90	Minimum 2 hours - £90 over 2 hours
Virtual Assistant development	Work Order quote	Per Hr	£90	Minimum 2 hours - £90 over 2 hours
Voice Assistant development	Work Order quote	Per Hr	£90	Minimum 2 hours - £90 over 2 hours
Avatar AI Video Tools	Per Video		£380	
Bespoke reporting development	Work Order quote	Per Hr	£120	Minimum 2 hours - £90 over 2 hours
SFTP Automation service build			£190	Includes 2 hours of support
API Automation service build	Work Order quote		£500	£90 over 2 hours per hour
Host Dialler service related charges				
Dialler Licence Fee	Per concurrent user	Monthly	£250.00	5 licence minimum
Dialler Licence Fee	Per concurrent user	Monthly	£30.00	Over 5 licences
Direct Cont		Per Min	£0.04	Only Applicable to dialler services
Direct Cont	Softphones		£0.00	Only Applicable to dialler services
Agent Dial in	Softphones		£0.00	Only Applicable to dialler services
Agent Dial out	Softphones		£0.00	Only Applicable to dialler services
Agent Dial in	Dialler access	Per Min	£0.03	Only Applicable to dialler services
Agent Dial out	Dialler access	Per Min	£0.03	Only Applicable to dialler services
Inbound Rate		Per Min	£0.03	Only Applicable to dialler services
Host Dialler CX Cortex				
Cortex set-up and configuration	Per Enterprise		£2,500	
Transcription	Only required for CRECS		£0.04	CRECS - Call Recordings
Analysis	Charged per 150 Words		£0.01	Words are counted and accumulated throughout the month. Client is invoiced for the total at the end of each month.

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Applicable - XXXX

