

		36 Month Term
Foundation Package	Billing Frequency	Charge
Foundation Package	One Off	£72,900.00
SmartAgent Omnichannel Licence	Monthly Per Seat	£45.00
Optional Services	Billing Frequency	Charge
Customers CRM and Cases Pack	One Off	£39,150.00
SmartPCI Pack	One Off	£36,450.00
SmartPCI: New Payment Gateway Integration	One Off	£13,500.00
Module: SmartPCI Licence	Monthly Per Seat	£38.50
Knowledge Base Pack	One Off	£11,475.00
Webchat Pack	One Off	£50,625.00
Messaging Pack	One Off	£6,750.00
Social Media Pack	One Off	£10,800.00
WhatsApp Phone Number Rental	Monthly per Number	£9.99
Transformation Programmes	Billing Frequency	Charge
CX Transformation Programme - Standard (6 month package)	One Off	£100,035.00
CX Transformation Programme - Rapid (6 month package)	One Off	£200,070.00
CX Transformation Programme - Standard (12 month package)	One Off	£189,540.00
CX Transformation Programme - Rapid (12 month package)	One Off	£379,080.00
CX Transformation Programme - Standard (18 month package)	One Off	£268,515.00
CX Transformation Programme - Rapid (18 month package)	One Off	£537,030.00
CX Transformation Programme - Standard (24 month package)	One Off	£336,960.00
CX Transformation Programme - Rapid (24 month package)	One Off	£673,920.00
Enhanced Support & Managed Service	Billing Frequency	Charge
Enhanced Support - for first 250 users	Monthly Per User	£8.99
Enhanced Support - additional users over 250	Monthly Per User	£2.50
Managed Service (includes Enhanced Support) - for first 150 users	Monthly Per User	£40.00
Managed Service (includes Enhanced Support) - additional users over 150	Monthly Per User	£5.00
Transactional Charges	Billing Frequency	Charge
WhatsApp Message	Variable per transaction	£0.0075
SmartPCI Payment	Variable per transaction	£0.25
SmartPCI Voice Payment	Variable per transaction	£0.40
Voice AI Agent - per minute	Variable per transaction	£0.45
Professional Services	Billing Frequency	Charge
AWS Solution Architect	Per Day	£1,350.00
AWS CX Engineer	Per Day	£1,350.00
AWS Software Developer	Per Day	£1,350.00
AWS Trainer	Per Day	£1,350.00
AWS Project Manager	Per Day	£1,350.00
AWS Business Analyst	Per Day	£1,350.00
AWS Delivery Lead	Per Day	£1,350.00
Amazon Connect Consumption	Billing Frequency	Charge
Voice (unlimited AI) - per minute	Variable per transaction	£0.028
Telephony - UK DID phone number - per day	Variable per transaction	£0.023
Telephony - UK DID Inbound call - per minute	Variable per transaction	£0.003
Telephony - UK DID Outbound call - per minute	Variable per transaction	£0.008
Telephony - Shared SIP Trunking - per minute	Variable per transaction	£0.002
Chat (unlimited AI) - per message	Variable per transaction	£0.007
Messaging (unlimited AI) - per message	Variable per transaction	£0.010
Email (unlimited AI) - per email	Variable per transaction	£0.058
Customer Profiles - per custom/external customer profile utilised (CRUD or search) per call	Variable per transaction	£0.004
Cases - per case created	Variable per transaction	£0.087
Numbering and Porting	Billing Frequency	Charge
Number Port - Single number	One Off	£20.00
Number Port - Block of up to 10 numbers	One Off	£50.00
Number Port - Block of 10+ numbers	One Off	£135.00
Additional Charge for Out of Hours Port (Mon - Fri)	One Off	£150.00
Additional Charge for Out of Hours Port (Weekend & Bank Holiday)	One Off	£250.00
Changes to or cancellation of Number Porting Orders	One Off	£15.00
New Number - Next Available	One Off	£0.00
New Number - Selection	One Off	£20.00
New Number - Selection Gold Number	One Off	£1,000.00

Information

SmartAgent Advanced Licence applies instead of the SmartAgent OmniChannel Licence if any of the Optional Packs are taken.

Module: SmartPCI Licence applies if the SmartPCI Pack is taken.

Transactional charges are billed monthly in arrears based on actual usage.

Inbound number termination will be charged at Inbound Call Tariff.

Professional service day rates are for any additional work outside what is covered by the individual SmartAgent Packaged Services.

Indexation will apply no earlier than the first anniversary of your Call Off Contract Start Date. Pricing shall be indexed on the first of January immediately following that first anniversary and annually thereafter to reflect the one-year CPI % published by the Office of National Statistics (or its successor) in the prior November. No price indexation will be applied should CPI be negative.



Inbound Call Tariff

Number Type	Termination Type	Pence per Minute	Pence per Call
NTS GEO (01 / 02)	Gamma IP Number*	0.00	0.00
NTS GEO (01 / 02)	UK Geographic	1.00	0.00
NTS GEO (01 / 02)	UK Mobile Main Mobiles	8.50	0.00
NTS GEO (01 / 02)	UK Mobile Other	34.00	0.00
NTS 03	UK Geographic	1.20	0.00
NTS 03	UK Mobile Main Mobiles	15.50	0.00
NTS 03	UK Mobile Other	18.00	0.00
NTS 0800 / 0808 **	UK Geographic	1.29	0.00
NTS 0800 / 0808 **	UK Mobile Main Mobiles	16.56	0.00
NTS 0800 / 0808 **	UK Mobile Other	34.00	0.00
NGCS SC001 (0ppm)	UK Geographic	4.00	0.00
NGCS SC001 (0ppm)	UK Mobile Main Mobiles	15.00	0.00
NGCS SC001 (0ppm)	UK Mobile Other	20.00	0.00
NGCS SC002 (1ppm)	UK Geographic	3.00	0.00
NGCS SC002 (1ppm)	UK Mobile Main Mobiles	15.00	0.00
NGCS SC002 (1ppm)	UK Mobile Other	28.00	0.00
NGCS SC003 (2ppm)	UK Geographic	2.00	0.00
NGCS SC003 (2ppm)	UK Mobile Main Mobiles	15.00	0.00
NGCS SC003 (2ppm)	UK Mobile Other	28.00	0.00
NGCS SC004 (3ppm)	UK Geographic	-0.33	0.00
NGCS SC004 (3ppm)	UK Mobile Main Mobiles	15.00	0.00
NGCS SC004 (3ppm)	UK Mobile Other	28.00	0.00
NGCS SC005 (4ppm)	UK Geographic	-0.50	0.00
NGCS SC005 (4ppm)	UK Mobile Main Mobiles	15.00	0.00
NGCS SC005 (4ppm)	UK Mobile Other	28.00	0.00
NGCS SC006 (5ppm)	UK Geographic	-0.65	0.00
NGCS SC006 (5ppm)	UK Mobile Main Mobiles	15.00	0.00
NGCS SC006 (5ppm)	UK Mobile Other	28.00	0.00
NGCS SC007 (6ppm)	UK Geographic	-0.70	0.00
NGCS SC007 (6ppm)	UK Mobile Main Mobiles	15.00	0.00
NGCS SC007 (6ppm)	UK Mobile Other	28.00	0.00
NGCS SC008 (7ppm)	UK Geographic	-1.30	0.00
NGCS SC008 (7ppm)	UK Mobile Main Mobiles	15.00	0.00
NGCS SC008 (7ppm)	UK Mobile Other	28.00	0.00
NGCS SC009 (8ppm)	UK Geographic	-1.80	0.00
NGCS SC009 (8ppm)	UK Mobile Main Mobiles	15.00	0.00
NGCS SC009 (8ppm)	UK Mobile Other	28.00	0.00
NGCS SC010 (9ppm)	UK Geographic	-2.00	0.00
NGCS SC010 (9ppm)	UK Mobile Main Mobiles	15.00	0.00
NGCS SC010 (9ppm)	UK Mobile Other	28.00	0.00
NGCS SC011 (10ppm)	UK Geographic	-3.10	0.00
NGCS SC011 (10ppm)	UK Mobile Main Mobiles	15.00	0.00
NGCS SC011 (10ppm)	UK Mobile Other	28.00	0.00
NGCS SC012 (11ppm)	UK Geographic	-2.80	0.00
NGCS SC012 (11ppm)	UK Mobile Main Mobiles	15.00	0.00
NGCS SC012 (11ppm)	UK Mobile Other	28.00	0.00
NGCS SC013 (12ppm)	UK Geographic	-3.10	0.00
NGCS SC013 (12ppm)	UK Mobile Main Mobiles	15.00	0.00
NGCS SC013 (12ppm)	UK Mobile Other	28.00	0.00
NGCS SC014 (13ppm)	UK Geographic	-3.50	0.00
NGCS SC014 (13ppm)	UK Mobile Main Mobiles	15.00	0.00
NGCS SC014 (13ppm)	UK Mobile Other	28.00	0.00
NGCS SC046 (5ppc)	UK Geographic	4.50	-0.50
NGCS SC046 (5ppc)	UK Mobile Main Mobiles	15.00	15.00
NGCS SC047 (10ppc)	UK Geographic	4.50	-0.50
NGCS SC047 (10ppc)	UK Mobile Other	15.00	28.00
NGCS SC074 (5ppc + 5ppm)	UK Geographic	-0.80	0.00
NGCS SC074 (5ppc + 5ppm)	UK Mobile Main Mobiles	15.00	15.00
NGCS SC075 (10ppc + 10ppm)	UK Geographic	-2.00	0.00
NGCS SC075 (10ppc + 10ppm)	UK Mobile Main Mobiles	15.00	28.00
NGCS SC092 (7ppc + 7ppm)	UK Geographic	-0.03	0.00
NGCS SC092 (7ppc + 7ppm)	UK Mobile Main Mobiles	7.00	0.00

Information

Negative values indicates a rebate is payable rather than a charge.

UK Mobile Main Networks includes Gamma, O2, Vodafone, Three and EE. Other covers all other mobile networks.

Where an Inbound call is 'answered' by Inbound call queue/announcement/IVR a chargeable call will be produced with 'Inbound Platform' as the destination and charged at the standard fixed rate according to the Inbound number type. This will be generated in addition to any further applicable charges if the call is subsequently answered by a destination number.

* Inbound Geographic calls which terminate to a Gamma IP number on your customer account are free of charge, including where a call is "answered" by the platform, the same call subsequently going into the Inbound Platform (ie an IVR or Call Queue etc) will then incur call charges.

** Where calls to 0800/ 0808 numbers originate from a mobile, an additional 2.5ppm Mobile Access Levy will apply in addition to the standard rate.