

Connecting all the pieces together into a single platform



Pricing

A straight-forward price

Our pricing structure is very straight forward:

- No setup or implementation fees.
- Initial training provided free-of-charge (either end-user or train the trainer).
- On-going remote training available on request free-of-charge (within reason).
- Each license is charged at £57 per user per month.
- Every QContact feature is included for every user.
- Dedicated account manager.
- There is a 12-month minimum term.
- Standard support provided 06:00 to 22:00 Monday through Friday.
- Out of hours support for critical issues provided 24-hours per day, 7 days per week.
- All prices are quoted excluding VAT.

A stable price

We bill our customers in British Pounds – and your price is fixed for the duration of the term. After the initial minimum term, pricing is linked to the official Office of National Statistics CPI – ensuring no monthly fluctuations, no nasty surprises, and no foreign exchange risk.

Third party fees

QContact provides all functionality for all users included in our monthly fee. However, some items incur usage-based charges levied by third parties.

- Number rental, calls, and text messages can be provisioned and used through our telephone carriers. We can provide pricing on request, or you can use your own carriers **at no charge**.
- You can provision WhatsApp on a single number free-of-charge. Additional numbers cost £20 / month. WhatsApp themselves charge a conversation messaging fee where you send a template message. This pricing is public and is passed on at cost converted into your local billing currency.
- To make and receive calls in Microsoft Teams, you require a Teams Phone System license for that service. This is included with all E5, A5 and G5 plans, or can be added to any user as an add-on.

Communication AI Consumption Pricing

Over 20 AI features are provided as standard and free-of-charge. There are some AI functionalities that incur additional fees detailed below

- **Automated Quality Assurance**

This is where a conversation is automatically scored against your custom scorecard by AI for you. This costs 0.5p per conversation – you can choose what percentage of conversations are scored, as well which departments and dispositions get scored.

- **Automatic Translation**

We can translate to and from over 100 languages. This is charged by character translated at 1p per 500 characters (0.0002p per character).

Storage fees

We provide 70GB of storage per licensed user – this is pooled, for example if you have 100 users you receive $70 \times 100 = 7000$ GB of storage. If you exceed this amount of storage there is an average charge of 3p per GB.

Call Recordings

We can retain your recordings for as long a period as you wish – they just count towards your storage allowance. You can also move your recordings into cold storage after a set number of days, which reduces the amount of space the use against your quote to 20%. For example, 10GB of recordings stored in cold storage only use 2GB of your quota, but it can take up to 12 hours to retrieve individual recordings once placed in cold storage.

You can retrieve up to 500,000 recordings stored in hot storage, and up to 10,000 recordings stored in cold storage per month at no cost. If you want to retrieve more than these limits, there is a 3p charge per recording retrieved. You may also automatically backup your recordings automatically into your own cloud storage at no cost.

Agentic AI Pricing

Agentic AI from QContact allows your conversations to be automatically handled by Artificial Intelligence 24 hours per day, 7 days per week without human intervention. Let the AI handle the menial, while your staff concentrate on the meaningful.

As always with QContact, we strive to provide a cost-effective solution without bill shock. Our unique fixed price AI removes any risks and gives you guaranteed performance and resources with fixed pricing.

We charge a fixed fee of 10p per conversation handled by an AI agent – whether handling text based or voice-based conversations – it's the same price.

Are there limits to how many conversations the AI can handle at once?

We impose no hard limits as to how many conversations can be handled at the same time. Our platform automatically scales to handle your volume. However, if your usage patterns are going to change significantly, such as a special promotion, you should notify us in advanced to ensure capacity is ready ahead of time.

Can AI handle every type of query?

We will help you deliver as much functionality as you wish from the Agentic AI, but there will always be situations which the AI can't handle. You can seamlessly transfer these conversations through to a human with full context.

What languages are available?

We offer Agentic AI for both voice and text in over 100 languages. We support English, Welsh and Irish and have 100% coverage of the official languages of the European Union.

Can I customise the voice of the Voice AI?

We offer over 50 different voices so you can choose the best match for your business. We are also able to offer custom voices for a small additional fee if you prefer.

When do I need an AI Agent and when do I not?

When using self-service flows, unless you break into Agentic AI, there is no cost and no requirement to purchase any AI agent licenses. It is only if are asking the AI to write or speak its own generated responses rather than pre-canned / scripted responses that you are using Agentic AI. Providing things such as parcel tracking, store locations, pre-canned FAQs, etc.. do not require Agentic AI.

Is there any fair-usage policy?

Interactions with Agentic AI are generally short in nature – they can either solve the customer's problem, or they need handoff to a human. Our fixed pricing per conversation is offered on the basis that throughout the month we would expect

- Chat based: Messages from the Agentic AI to the customer to average less than 20 messages per conversation.
- Voice based: Time spent with the Agentic AI talking to the customer to average less than 3 minutes per call.

Where your usage exceeds these averages, we may charge you additional costs per conversation over the thresholds.

To clarify – when we talk about voice minutes in Agentic AI, we are only referring to the time the customer is talking to the Agentic AI. Time spent in standard self-service flows, queues or talking to human agents aren't included.

We also look only at the average over the month – if some conversations exceed these thresholds that is not an issue – only if the average of all your Agentic AI conversations over the month exceed these thresholds would we discuss alternative pricing for you.

Do you support outbound AI agent calls?

QContact operates a zero-tolerance policy to unsolicited robocalling. We also encourage all customers to understand the relevant legislation in the markets you are calling, as in most markets unsolicited robocalling is illegal.

We accept outbound calling by AI agents only where the customer has explicitly consented to receive such automated calls – such as payment or appointment reminders, or school closure notifications.

If you are unsure as to whether your use-case would be accepted please ask. We reserve the right to suspend service without notice for any unauthorised use which contradicts our acceptable use policies or is illegal in the market you are contacting.