

Pricing - Agent Assisted Payments

Services	Setup & Configuration (One-off)	Notes
Agent Assist (DTMF-Suppressed entry) - 0-25 lines	£7,000	Core service - Includes 1 Day Project Management and Standard Training
Agent Assist (DTMF-Suppressed entry) - 26-50 lines	£10,000	Core service - Includes 1 Day Project Management and Standard Training
Agent Assist (DTMF-Suppressed entry) - 51+ lines	£15,000	Core service - Includes 1 Day Project Management and Standard Training
Optional Upgrades (in addition to an Agent Assist service)		
Voice Recognition for Payments	£2,950	
Digital Payment Links (MOTO)	£4,950	See Consumables for Text Message / SMS prices
Digital Payment Links (3DS2 ECOM) - Card only	£4,950	See Consumables for Text Message / SMS prices
Digital Payment Links (3DS2 ECOM) - Card & Digital Wallets	£5,900	See Consumables for Text Message / SMS prices
Digital Payment Links (3DS2 ECOM) - Card, Digital Wallets & Open Banking	£6,800	See Consumables for Text Message / SMS prices
Tokenisation - Save payment details	£950	
Recurring Payment Plans (Continuous Payment Authority)	£950	
Text Message / SMS and Email Receipts	£0	No cost to setup - See Consumables for Text Message / SMS and Email prices
Single Sign-On (SSO)	£1,800	
Additional Training	£950 per day	Remote or on-site + travel expenses
Additional Project Management	£950 per day	Remote or on-site + travel expenses
Optional Integration Options		
SFTP (Upload of historical debt)	£950	
REST API	£2,950	
Bespoke API	£5,950	
Gateway Connection (Select one)	Setup & Configuration (One-off)	Notes
Key IVR Gateway Service	£0	
Gateway Configuration (Existing API integration)	£0	See Service Definition Document for list of Gateways
New Gateway Integration	£9,500	

See Service Definition Document for further details

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Licencing (Licences per Month)	Price Per User	Notes
0-25	£28.50	Minimum number of 15 licences
26-50	£27.50	Minimum number of 26 licences
51-100	£26.50	Minimum number of 51 licences
101-250	£18.50	Minimum number of 101 licences
251+	£16.50	Minimum number of 251 licences

Service	Monthly Price	Notes
Optional Integration Options		
SFTP (Upload of historical debt)	£50	
REST API	£50	
Bespoke API	£100	

Gateway Connection (Select one)	Monthly Price	Notes
Key IVR Gateway Service	£25	
Gateway Configuration (Existing API integration)	£25	See Service Definition Document for list of Gateways
New Gateway Integration	£100	

Gateway Transactions (PSP)	Per Transaction
Key IVR Gateway Service transactions	£0.10

Agent Assisted Payments Transactions	Per Transaction
Up to 500 transactions per month	£0.30
501 - 1,000 transactions per month	£0.28
1001 - 5,000 transactions per month	£0.26
5,001 - 10,000 transactions per month	£0.22
10,001+ transactions per month	£0.20

Consumables (Optional)	Unit Price
Text Message / SMS	£0.08 per message
Email	£0.01 per message

See Service Definition Document for further details