



Pricing Document – ElasticCX Contact Centre as a Service (CCaaS)

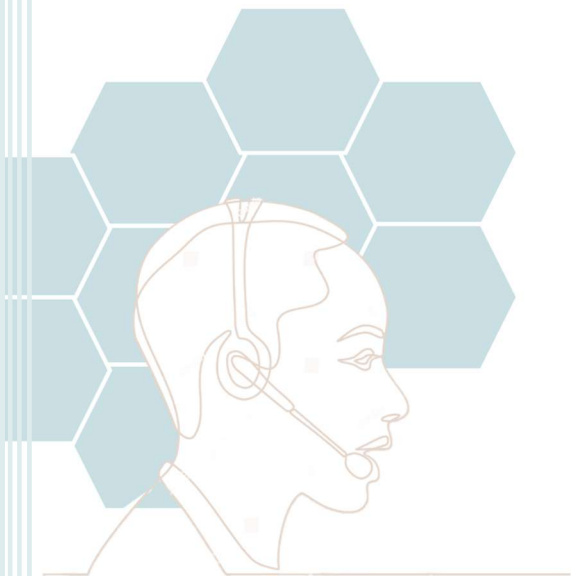
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Document information

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Introduction

IPI Integration (IPI) is a leading digital contact centre specialist in the UK. The company supports over five million customer interactions and 65,000 agents daily, providing intelligent and innovative contact centre solutions to enhance customer experiences.

IPI is focused on transforming customer experience and operational efficiency. IPI have been delivering complex contact centre solutions to organisations for over 23 years. During this period IPI have become experts in cloud contact centre migrations, something we have been delivering since the inception of cloud contact centre technology. Leveraging cloud platforms, AI, and secure IT services, IPI enables organisations to deliver exceptional customer contact. Our offerings include cloud contact centres, AI-driven automation, unified communications, speech and text analytics, secure payment systems, and workforce engagement tools.

IPI also provides consultancy, customer success management, managed services, and training to ensure clients maximise the value of their technology investments. Our development team specialises in integrating systems of record with communication systems, tailoring solutions to meet specific client needs.

Support is delivered through UK-based Network Operation Centres, offering 24/7 incident management, proactive monitoring, and ITIL-based problem resolution.

IPI emphasises a people-first culture, ranking #18 in the 2024 Best Companies to Work For (mid-sized category), and promotes transparency, wellness, and collaboration.

Buyers can consume ElasticCX licenses using two billing models:

- Named.
- Concurrent.

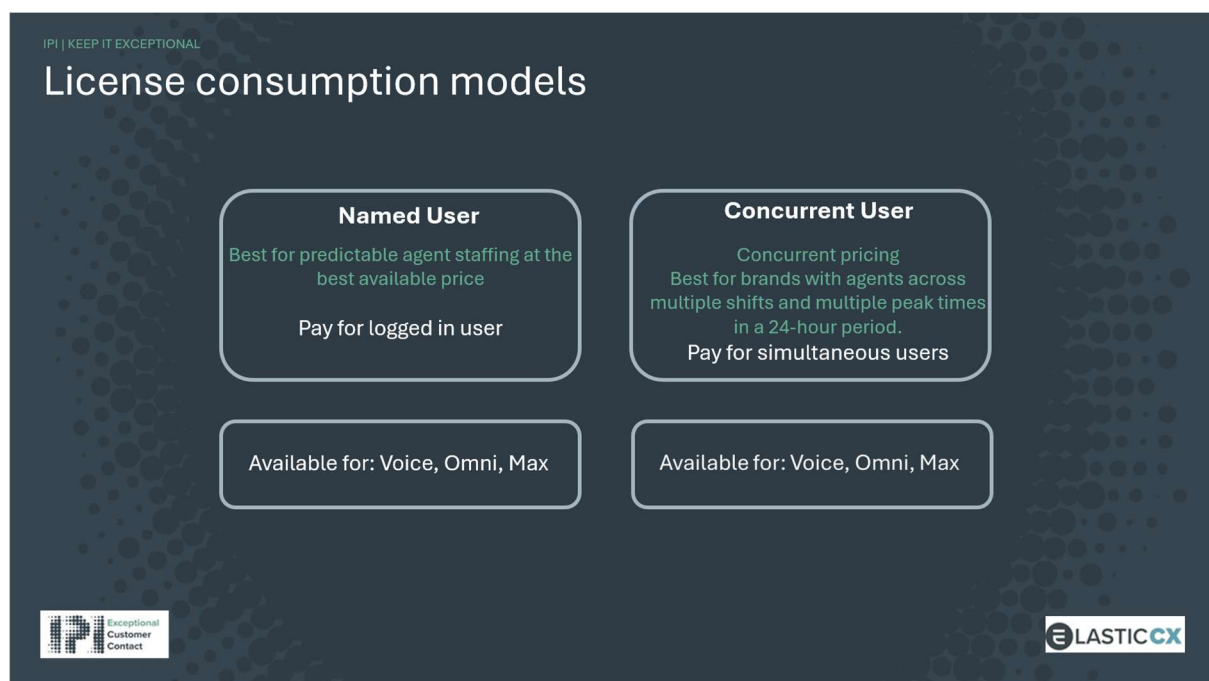


Fig. 1 - description of named and concurrent billing models

Named User Model: Buyers purchase licenses for individual users. Anyone who logs in during the billing period is defined as a billable user and the highest-level license assigned to them during the period is billed. Named user licenses offer the lowest cost and are ideal for organisations with predictable, dedicated users.

Concurrent User Model: Buyers are billed for the maximum number (peak) of simultaneous users during a billing period. All ElasticCX users are licensed as concurrent when this model is selected and mixing named and concurrent licenses is not supported. Concurrent billing offers greater flexibility for organisations with variable staffing.

ElasticCX offers 4 license types

- UCX
- Voice
- Omni
- Max

○ ElasticCX High Level Feature Comparison

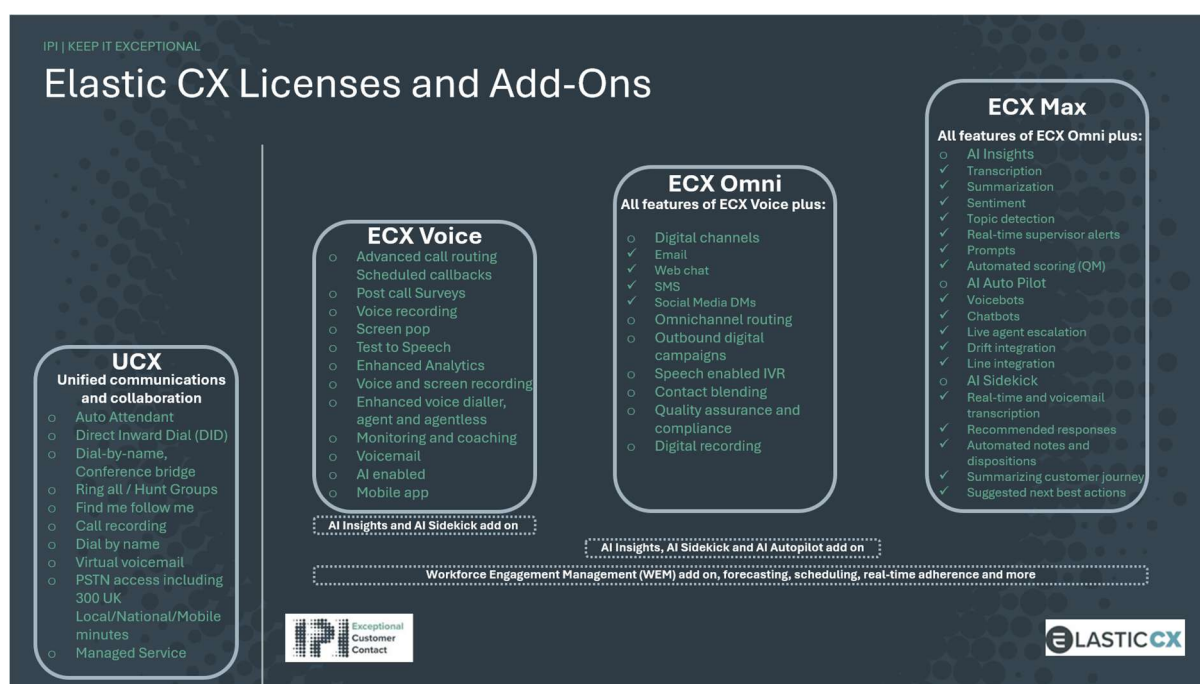


Fig. 2 - description of licensing type capabilities

ElasticCX License Costs

License Description	Per Licenses Cost	
ECX Voice (Named) Annual Pre Pay	£	43.50
ECX Voice (Named) Annual Pay Monthly	£	45.75

ECX Voice (Concurrent) Annual Pre Pay	£	57.00
ECX Voice (Concurrent) Annual Pay Monthly	£	59.25
ECX Omni (Named) Annual Pre Pay	£	58.50
ECX Omni (Named) Annual Pay Monthly	£	60.00
ECX Omni (Concurrent) Annual Pre Pay	£	75.00
ECX Omni (Concurrent) Annual Pay Monthly	£	78.00
ECX Max (Named) Annual Pre Pay	£	73.50
ECX Max (Named) Annual Pay Monthly	£	75.75
ECX Max (Concurrent) Annual Pre Pay	£	95.25
ECX Max (Concurrent) Annual Pay Monthly	£	99.00
ECX UCX (Named) Annual Pre Pay	£	5.25
ECX UCX (Named) Annual Pay Monthly	£	6.00
ECX CCaaS AI Insight (Named) Annual PrePay	£	15.00
ECX CCaaS AI Insight (Concurrent) Annual PrePay	£	19.00
ECX CCaaS AI Insight (Named) Overage	£	17.00
ECX CCaaS AI Insight CONCURRENT Overage	£	23.00
ECX CCaaS AI Insight (Named) Annual PayMon	£	16.00
ECX CCaaS AI Sidekick (Named) Annual PrePay	£	18.00
ECX CCaaS AI Sidekick (Concurrent) Annual PrePay	£	23.40
ECX CCaaS AI Sidekick (Named) Overage	£	20.00
ECX CCaaS AI Sidekick CONCURRENT Overage	£	27.40
ECX CCaaS AI Sidekick (Named) Annual PayMon	£	19.00
ECX CCaaS Insights Batch Transcription Usage (per hour)	£	0.12
ECX CCaaS Real-Time Transcription Usage (per hour)	£	0.26

ECX CCaaS AI Autopilot Chat Bot usage (per 8 turns)	£	0.10
ECX CCaaS AI Autopilot Voice Bot usage (per minute)	£	0.12
ECX CCaaS AI Insight (Concurrent) Annual Pay Mon	£	21.00
ECX CCaaS CRM Integration Annual Pre Pay	£	7.99
ECX CCaaS CRM Integration Ann Pay Month	£	8.99
ECX Voice (Named) On Demand/Overage	£	52.61
ECX Voice (Concurrent) On Demand/Overage	£	68.14
ECX Omni (Named) On Demand/Overage	£	69.00
ECX Omni (Concurrent) On Demand/Overage	£	89.70
ECX Max (Named) On Demand/Overage	£	87.11
ECX Max (Concurrent) On Demand/Overage	£	113.85
ECX UCX (Named) On Demand/Overage	£	6.90
ECX CCaaS CRM Integration On Demand	£	9.99
SMS One Time Set-up (Long Number)	£	200.00
ECX CCaaS SMS Outbound Usage	£	0.03
ECX CCaaS SMS - Long Number Rental	£	42.00

Customer Success Management

Customer Success is a vital component of our partnership. It begins from the very first interaction with IPI and continues through a structured engagement plan that addresses people, processes, and technology. Our goal is to ensure success that is financially sustainable, scalable, outcome-driven, and growth-oriented for both your organisation and IPI over the long term.

To support this, IPI will assign a Customer Success Manager (CSM). The CSM's role is to help you achieve value realisation and adoption from your investment in the Elastic CX solution. They will coordinate the right resources within IPI to provide technical and operational consultancy through a planned program designed to meet agreed objectives and deliver measurable outcomes from your adoption of the solution platform. This CSM support will be provided free of charge for the entire duration of our partnership.

Additionally, the CSM will drive the ongoing development of our services and associated benefits, ensuring maximum optimisation of your existing resources and technologies. They will also design, own, and maintain a roadmap for continuous improvement in collaboration with your stakeholders throughout the partnership with IPI.

Professional Services

Deployment of the ElasticCX solution is delivered by IPI Professional Services teams and are delivered as standard work packages. The QuickStart package is the mandatory starting point for all deployments. QuickStart is delivered in a single phase only. Below are the elements included in the QuickStart package:

- Discovery workshops to ascertain requirements and define the configuration outline.
- Customer Data Workbook (CDW) Template document updated for review and sign off.
- Configuration of DDI call routing to Greetings/Menus for each DDI's.
- Creation of up to 3 office hours rules for holidays, opening times & closed Exception and assign to profiles.
- Creation of Single Queue Rule to be used to close the call centre during an Evacuation.
- Use of Generic on hold music only.
- Update Default profile template that can be assigned to all users during creation of agents.
- Creation of up to 50 call centre agents (inclusive of supervisors).
- Creation of up to a maximum of 5 Voice Queues, 1 Email Queue, 1 Web Chat Queue & 1 Preview Dialler Queue.
- Creation of up to 20 Disposition codes assigned to queues.
- Creation & Setup of 1 Catch All Email touchpoint.
- Configuration of SMTP server
- Configuration of Email Templates for Default ECX replies.
- 10 Quick Texts – These are templates that can be used in emails & web chat.
- Creation of 1 two-way web chat touchpoint
- provide Customer with Code Snippet of touchpoint.
- Up to a maximum of 5 Greetings / Main Menus with no custom integration to CRM.
- Edit of TTS Announcements
- Creation of a single dialler contact list.
- Creation of a single DNC list
- Creation of 1 preview campaign
- Emergency services Test for Main Office
- Functionality Acceptance Testing of up to 4 Hours.
- Training up to a max of 4 x Supervisors

The QuickStart package is a mandatory component of the deployment process. While individual services within the package may be excluded if not required, the overall package cost remains unchanged. For customers seeking additional capabilities or enhanced training, optional service packages are available. These can be tailored to complement the core offering and ensure the deployment is fully aligned with organizational needs and objectives. Full Project Management is included within the QuickStart package, however additional Project Management days will be required for the additional service packages.

○ Professional Services Packages and Rates

Professional Services Packages	Price per Package	Price per Day
Service Package - Rapid Deployment Solution - 50 Agents **Mandatory**	£ 9,500.00	N/A
Service Package - CCaaS Facebook	£ 1,306.25	N/A
Service Package - CCaaS SMS	£ 832.00	N/A
Service Package - Surveys	£ 891.00	N/A
Service Package - Quality	£ 1,069.00	N/A
Service Package - Workforce Management	£ 9,975.00	N/A
Service Package - CCaaS WhatsApp via Twilio	£ 654.00	N/A
Service Package - UAT Support	£ 475.00	N/A
Service Package - UCX configuration (per 100 users)	£ 396.00	N/A
Service Package - AI Insights	£ 1900.00	N/A
Service Package - AI Sidekick	£ 1187.50	N/A
Service Package - AI QA Score Assist	£ 1919.06	N/A
Service Package - WhatsApp	£ 653.125	N/A
Service Package Additions - Voice Queue	£ 249.00	N/A
Service Package Additions - E-mail Queue	£ 2,025.00	N/A
Service Package Additions - Chat Queue	£ 241.00	N/A
Service Package Additions - Dialler Campaign	£ 1883.00	N/A
Service Package Additions - SMS	£ 378.00	N/A
Service Package Additions - 999 Testing	£ 104.00	N/A
Service package Additions - Additional users (above 50)	£ 950.00	N/A
Service package Additions - Remote Cutover (single cutover)	N/A	£ 950.00
Service package Additions - Remote Hypercare (single day)	N/A	£ 950.00
Project Management	Price per Package	Price per Day
Project Management	N/A	£ 950.00
Project Co-ordination	N/A	£ 500.00
Training	Price per Package	Price per Day
End-user training – Agent (max 16 people), Supervisor (max 8)	N/A	£ 750.00
System Admin training – max 6 people	N/A	£ 950.00
“Train the trainer” – max 6 people	N/A	£ 950.00
Technical training – max 3 people	N/A	£ 1,000.00
Custom training materials development (e-learning, videos etc.)	N/A	£ 550.00
General support cover (floor walking, go-live support)	N/A	£ 750.00
Professional Services (Day Rates)	Price per Package	Price per Day
Technical Consultant	N/A	£ 950.00

Application Specialist	N/A	£ 1,100.00
Developer	N/A	£ 1,100.00
Additional Services	Price per Hour	Price per Day
Remote programming (per hour)	£ 130.00	N/A
Callout (includes travel time and first hour on site)	£ 500.00	N/A
Additional hours on site (per hour)	£ 180.00	N/A
No fault found charge (per hour)	£ 500.00	N/A

Please note: The professional services outlined are based on a standard day rate and delivered during business hours (9:00 AM to 5:30 PM, Monday to Friday). Work required outside these hours will incur additional charges, calculated at 1.5 times the standard day rate for weekday out-of-hours engagements and 2 times the standard day rate for work performed on weekends or public holidays.

Managed Services

IPI provides a comprehensive managed service as a standard feature with all ECX licenses. The ECX CCaaS platform is supported by Service Level Agreements (SLAs) that address availability. It is constructed with a highly resilient architecture within an Azure environment. The service levels detailed below represent the targets for the service. These availability targets do not take into account any planned or emergency maintenance activities for the services. Clients will be informed of planned maintenance for the ECX CCaaS through updates on the Platform Status page. To receive these updates, you must subscribe via this page:

<http://status.ipiplatform.com/>

Incident notifications will be posted in the event of known issues affecting the ECX CCaaS platform. Planned maintenance will not be conducted in a manner that affects all availability nodes at the same time.

The terms outlined in this section are applicable as follows:

'Availability'	means more that 70% of users can login to the ECX CCaaS instance with an ACD account and receive a voice call within a 15 minute period. The availability of the service is maintained whilst there is no active P1 incident.
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The below table indicates the Target Availability SLA for **ECX CCaaS Platform**

KPI	TARGET
Availability	99.99%

- Target times for incidents

SEVERITY	INITIAL RESPONSE	TARGET RESTORATION	APPLICABLE HOURS
1 – Critical	30 minutes	Four hours	24/7
2 – High	One hour	Eight hours	24/7
3 – Medium	Four hours	12 hours	Business Hours
4 – Low	Four hours	Five days	Business Hours
'Business Hours' means Monday to Friday 08:30 to 17:30 and excludes bank holidays			

'Response'	means the time that the helpdesk will acknowledge your incident and provide you with a Ticket Reference number.
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The IPI Managed Service includes the following

Service	Managed Service
Incident management	✓
Request management	✓
Problem management	✓
Change management	✓
Remote engineering support	✓
Monitoring and alerting	✓
Moves, adds, changes**	✓
End of Sales and Support notifications	✓
Service delivery management	Additional charge applies
Onsite engineering support	Additional charge applies

**Please note 5 Moves, adds and changes including deletions (MACD) are included as standard additional MACD tokens can be added at the cost of:

Managed Service	Price per hour	
Additional moves, adds, changes	£	130.00

IP Integration also provides comprehensive Service Delivery Management solutions designed to align your tactical requirements with your organization's strategic objectives. Our approach ensures that IPI's service management framework integrates seamlessly with your operations, supporting and enhancing your target-driven outcomes. By tailoring services to your specific needs, we enable a collaborative partnership that drives efficiency, consistency, and measurable success.

Service desk quarterly reporting is mandatory if none of the following packages are undertaken

Below are the four Service Management offerings IPI provides.

Disciplines	Enhanced	Enhanced plus	Premium	Premium plus **
Time associated to the account	2 Days a Month	3 Days a Month	5 Days a Month	7 Days a Month
Service Reporting Pack	Quarterly	Quarterly	Monthly	Monthly
- Incident and Request Reporting	Yes	Yes	Yes	Yes
- Performance Reporting KPI's & SLA's	Yes	Yes	Yes	Yes
- Root Cause Analysis Reporting	Sev 1	Sev 1	Sev 1 Sev 2 on request	Sev 1 Sev 2 on request
Service Reviews	Quarterly	Quarterly	Monthly	Monthly
Named Service Delivery Manager	Yes	Yes	Yes	Yes
Major Incident Oversight	Yes	Yes	Yes	Yes
Problem Reporting	Yes	Yes	Yes	Yes
Risk Management Reporting	Yes	Yes	Yes	Yes
Service Improvement Plans	Yes	Yes	Yes	Yes
Licence Trending *	Yes	Yes	Yes	Yes
Release Management Reporting *	Yes	Yes	Yes	Yes
Patch Management Reporting *	Yes	Yes	Yes	Yes
Small Order Delivery			Yes	Yes
Trend Analysis			Yes	Yes
Aged Ticket Analysis			Yes	Yes

Problem Identification Reporting			Yes	Yes
Vendor Management			Yes	Yes
3rd Party Issue Management			Yes	Yes
Security Oversight			Yes	Yes
Onsite Representation (1 day a month)			Yes	Yes
Operational Authority			Yes	Yes
Enhanced Awareness Package			Yes	Yes
Security Audit Management			Yes	Yes
Exit Management Oversight			Yes	Yes

*Where applicable

Service Delivery Management	Rate Per Month	
Enhanced	£	1,500.00
Enhanced Plus	£	2,000.00
Premium	£	3,500.00
Premium Plus	£	5,000.00
Service Desk Quarterly reporting **Mandatory** If no other Service Delivery Management package chosen	£	705.50

WFM

IP Integration has strategically partnered with Calabrio to enhance our Workforce Engagement Management (WEM) offerings, focusing on delivering best-in-class enterprise solutions. This partnership allows us to provide advanced Workforce Management (WFM) capabilities that empower our Elastic CX contact centre to optimise operations, enhance customer experiences, and improve employee engagement. Calabrio's expertise and innovation in WFM make them an ideal strategic partner for IP Integration's initiatives.

Calabrio's WFM solution, a key component of the Calabrio ONE suite, and just like Elastic CX is a cloud-native and scalable platform tailored for modern contact centres and hybrid workforces. It features intelligent automation, AI-driven forecasting, and agent empowerment tools that address contemporary operational challenges while preparing organisations for the evolving landscape of work. The partnership enables us to offer advanced forecasting and scheduling, real-time intraday management, and AI-powered agent assistance, all designed to improve efficiency and service levels.

Through our collaboration with Calabrio, IP Integration ensures that clients benefit from a seamless, enterprise-ready cloud architecture that supports rapid deployment and global compliance. Calabrio's intuitive user interface significantly reduces training requirements, enhancing user adoption. The platform's agent-centric design includes tools for schedule management and performance improvement, fostering both operational efficiency and customer satisfaction. Our integrated approach also provides robust insights and reporting capabilities, enabling customisable dashboards and comprehensive analytics across the WFM platform.

○ WFM Professional Services Overview

○ Implementation Methodology

The implementation of Calabrio is divided into seven phases in a standard waterfall methodology. The responsibility for the completion of project activities in each phase lies with the Customer, IPI and Calabrio together. The customer is responsible for the sign-off of deliverables to complete each phase before the next phase begins.

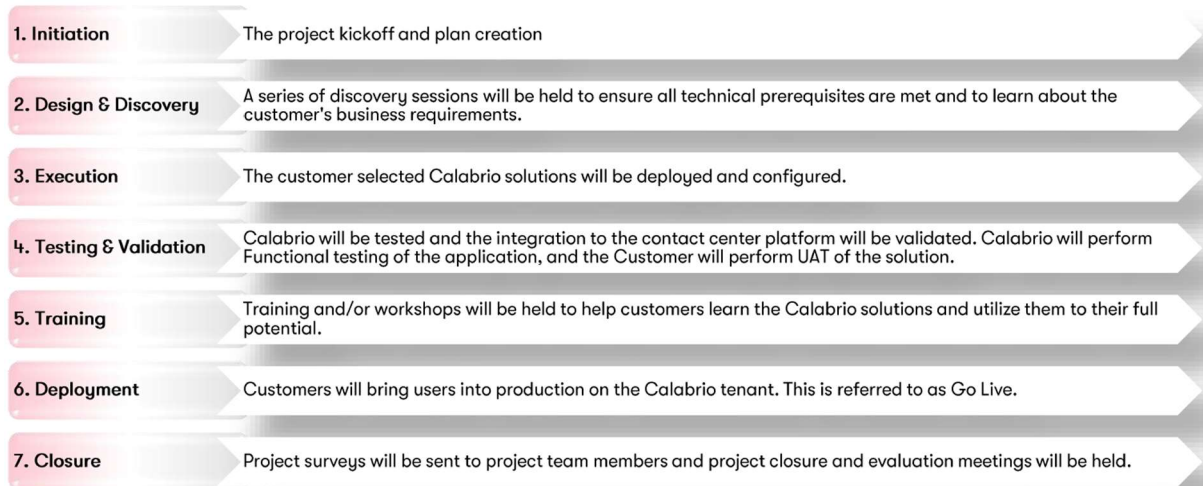


Fig. 3 - description of WFM implementation phases

○ Project Resources and Roles

To ensure a smooth implementation, Calabrio and IPI will dedicate a Team alongside your representative and or operational teams. This team will comprise specialists who will work closely with your teams. See below for both Calabrio and customer roles.

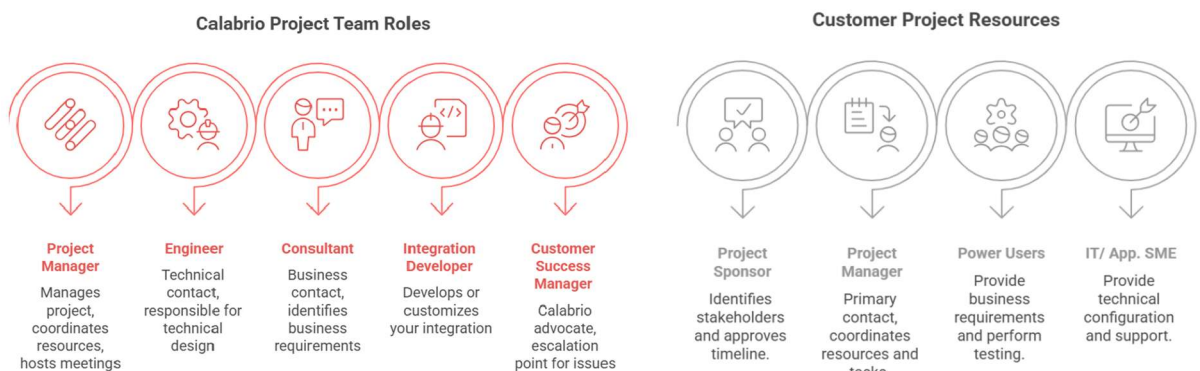


Fig. 4 - WFM project roles

○ Typical Deployment Times

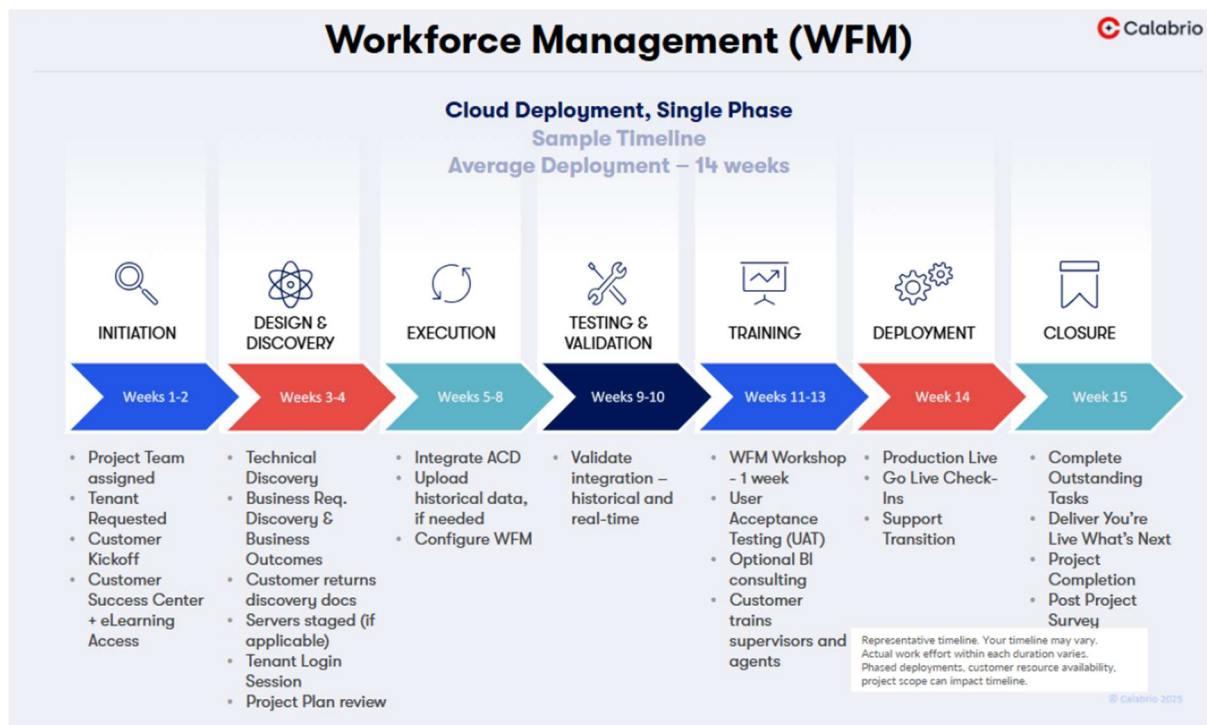


Fig. 5 - WFM deployment example timeline

○ Base Implementation Package Detail

Calabrio provides the following as a base implementation package for the WFM services. This includes the following:

IPI/Calabrio Responsibilities

- Designate a project manager who is the primary point of contact for the Customer.
- Designate an implementation engineer to perform implementation and configuration of the scoped products.
- Designate additional resources to assist with the implementation and consulting, as required.
- Host a project kick-off meeting and up to one (1) weekly project status meeting.
- Host a technical design meeting.
- Maintain a project plan and tasks required to implement purchased products.
- Create and execute a functional testing plan for deliverables in-scope.

- Support Customer's user acceptance testing (UAT) outcomes to include issue tracking, resolution, and re-test activities.
- Deliver tenant administration knowledge transfer meetings to identified Customer tenant administrators, up to three (3) hours.
- Facilitate a support handoff meeting before, or immediately after, the first production go-live event.
- Support one (1) production go-live event.
- Data Explorer (DX)
- Deploy Data Explorer component.
- Validate data collection from WFO database.
- Validate population of standard product reports and dashboards.
- Provide Business Intelligence (BI) consulting services to support reporting and dashboard discovery and general BI consulting services as detailed in section 3, under "Consulting and Workshops" Workforce Management (WFM)
- Lead WFM technical discovery meeting(s)
- Document WFM design per discovery meeting(s)
- Guide Customer through agent inventory documentation
- Guide Customer through technical inventory documentation
- Deploy WFM application
- Deploy up to one (1) standard historical data connector for Contact Centre platform integration
- Deploy up to one (1) real time data connector for Contact Centre platform integration, if applicable
- Validate historical data against a specific queue and agent, for a chosen day and interval. If additional validation is needed, additional time can be purchased via a partner/customer approved change order."
- Validate capture of real time data, if applicable
- Provide consulting services to support business requirements design, business requirements documentation, User Acceptance Testing (UAT) support, and general consulting services as detailed in section 3, under "Consulting and Workshops"
- Deliver WFM Workshop(s)
- The data must be provided by the Customer in a Calabrio-approved format. Customer will be responsible for any additional imports.
- Initial WFM configuration will be completed in partnership with the Customer as part of the WFM Workshop Package.

Customer Responsibilities

- Provide a single point of contact for communications and Customer responsibilities such as a project manager
- Refer to the installation guide(s) for complete details on supported system design and compatibility
- Identify and communicate any Customer security requirements prior to implementation
- Provide remote access or login credentials to Customer's Calabrio platform
Responsible for all components of the solution outside the purchased products, such as Unified Communication (UC) or Contact Centre applications.

- Participate in discovery meetings, status meetings, functional testing, user acceptance testing (UAT), training, and go-live events
- Deliver required information to Calabrio, in Calabrio-provided templates. Calabrio will provide templates and review during the kick-off and design phases
- Limit changes to the technical environment and affected systems during the implementation to avoid re-work and delay to project delivery. Any planned changes or upgrades to source systems must be communicated in advance to the project team. Changes made without consultation resulting in re-work will be considered out of scope and require a change order process that may incur additional costs.
- Create and execute a UAT plan
- Limit changes to surrounding technical environment and affected systems during the implementation to avoid re-work and delay in project delivery
- Provide technical resources with knowledge of Customer infrastructure and integrations, able to provide information for the solution design, installation, and integration, and able to participate in testing and IT handover
- Provide at least one (1) year of historical data to establish a baseline for forecasting and seasonal usage.
- If at least one (1) year of historical data is not available through the deployed historical Contact Centre connector, Customer will be responsible for providing the historical data to Calabrio in the appropriate format. The data must be appropriately mapped to the current Contact Centre objects and hierarchy. Calabrio will provide the approved template.
- Provide WFM planners with knowledge of Customer operations and setup, able to provide information for system configuration and participate in training sessions
Participate in the WFM discovery meeting(s)
- Provide feedback on Calabrio deliverables in one review cycle, before acceptance of deliverable documents, to achieve progress and meet timelines
- Review and accept WFM functionality acceptance document
- Limit changes to WFM teams and staff during the implementation wherever possible, to reduce risk of loss of knowledge and expertise during the critical roll-out period
Train non-WFM staff (supervisors, agents)
- Initial WFM configuration will be completed in partnership between Customer and Calabrio as part of the WFM Workshop Package. Customer will consult with Calabrio guidance on the configuration of WFM system components, including forecasting, scheduling, and adherence.

○ Calabrio/IPI WFM Managed Services

The logging of support tickets for Calabrio will follow the same process as logging tickets with the Elastic CX platform managed service support. IPI will manage and log tickets on your behalf directly with Calabrio. Calabrio support provides consultation with your primary technical contacts for simple configuration, support of the standard protocols, features, use, and maintenance questions, and other administrative questions regarding Calabrio solutions.

Description	Coverage
Coverage	All hours (if s1 case) *

Telephone callback response time (after service request is opened)	30 Minutes (for s1 cases) *
Functional support and professional services	Functional support:
Functional support and professional services	up to 1 hour per case for standard support
Functional support and professional services pricing (minimum 30-minute billing per incident)	charged at current rate
Training	content-dependent and procured via professional services and will be quoted per training scope.
Documentation	unlimited access to free content on the csc

Calabrio classifies all Service Requests with a Severity Level (S1, S2, S3, or S4) to ensure appropriate management of Service Requests. Calabrio reserves the right to downgrade the severity after analysing the situation. The below objectives only apply to current versions.

Severity	Response Time Within	Resolution Time
Severity 1	30 Minutes	8 Hours
Severity 2	2 Business Hours	4 Business Days
Severity 3	1 Business Day	20 Business Days
Severity 4	1 Business Day	60 Business Days

○ Calabrio WFM Pricing

Services Packages	Price per License	Price per deployment package	Price Per month	Price Per Day
WFM (named) Licenses	£30.50	N/A	£30.50	N/A
WFM Base implementation package	N/A	£22,500.00	N/A	N/A
WFM Base Managed Service Support	N/A	N/A	£300.00	N/A
Implementation Day Rate	N/A	N/A	N/A	£1,200.00

Special Terms

Please note:

- Enterprise style deals & time limited discounts may be available.
- Individual Prices may increase during the contract as per CCS guidelines at call-off level, where reviews have been agreed by both parties prior to the contract award.