

Option A: Customer-Hosted Infrastructure

Cost Item	Description	Type	Cost (GBP)
Software Licensing	NCS platform perpetual licensing - Enterprise Edition. Includes all modules: Business Phone, Contact Center and Softphone	One-Time	£150,000
Infrastructure	Customer provides own infrastructure	N/A	£0
Support & Maintenance	Technical support, software updates, and security patches	Annual	£30,000
TOTAL (Option A - Year 1)			£180,000

Modules Included: Business Phone (Team Chat, Email, SMS, FAX, Voice, WhatsApp, Meeting), Contact Center, Softphone

Option B: NCS-Hosted Infrastructure

Module	Description	One-Time (£)	Per User/Mo (£)
Business Phone			
Team Chat	Real-time messaging for seamless internal communication		£5.00
Email*	Integrated email support for business communication		£3.00
SMS	Send and receive text messages directly through the platform		£1.00
FAX	Digital faxing for easy document transfer		£1.00
Voice	HD quality voice calling for business users		£20.00
WhatsApp*	Connect with customers through WhatsApp messaging		£10.00
Meeting	Online audio/video meetings for team collaboration		£10.00
Setup Cost	One-time setup charges for Business Phone Provisioning	£3,000	£0.00
Contact Center			
Voice	Inbound & outbound call queues		£30.00
Live Chat*	Instant live chat for real-time customer assistance		£20.00
SMS*	Text-based support and notifications for customers		£20.00
Email*	Email ticketing for customer queries		£20.00
Setup Cost	One-time setup charges for Contact Center Provisioning	£4,000	£0.00

* Items marked with asterisk are in Beta phase. Features may receive updates and performance may vary.
Customer bears carrier and vendor charges (voice, SMS, WhatsApp, email, etc.)

Notes:

- All prices are in GBP and exclusive of VAT
- Option A: Enterprise license with all modules - customer provides infrastructure
- Option B: Modular pricing with NCS-managed hosting - pay for what you use
- Carrier and third-party vendor charges are additional
- Implementation timeline: 8-12 weeks from project kickoff
- For option B- Client needs to share the infrastructure