



G-Cloud 15 Pricing Information

Microsoft Teams

Direct Routing & Operator Connect

Lot 2b



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Pricing Overview

Both Microsoft Teams Direct Routing and Operator Connect are priced as Per User, Professional Services may be required to set-up either solution and this will be scoped following a discussion with one of our specialists. Support should also be factored into pricing and all other pricing components are optional.

For any questions we are happy to provide a free of charge, no obligation, pricing workshop with one of our specialists.

Please note:

- Deals and time limited discounts may be available please speak to the contact provided in this document for any available offers.
- Individual Prices may increase during the contract as per CCS guidelines.

Microsoft Teams

	3 Year	5 Year
1 – 99 users (bundled traffic)	£3.57	£3.43
100 – 299 users (bundled traffic)	£3.36	£3.07
300 – 999 users (bundled traffic)	£2.64	£2.36
1000 – 1999 users (bundled traffic)	£2.14	£1.93
2000 – 2999 users (bundled traffic)	£2.00	£1.79
3000 – 3999 users (bundled traffic)	£1.86	£1.64
4000 – 4999 users (bundled traffic)	£1.71	£1.50
5000+ users (bundled traffic)	£1.64	£1.43
DDI Connection Setup	One-Off	£0.86
Cease of Endpoint	One-Off	£35.71

For Direct Routing, each User Subscription shall receive up to 2,000 minutes to 01/02/03 destinations inclusive in its monthly subscription price, and the total allocation per User Subscription shall be aggregated per Endpoint. In addition usage to numbers beginning 03 shall not exceed 15% of the total minutes on that Endpoint.

In the event that any Endpoint exceeds the aggregate amount of inclusive minutes available, we shall be entitled to invoice the Company for the total minutes routed at the Company's standard price for each such destination in accordance with a rate card.

In addition to the free minutes provided under above, User Subscriptions associated to an Endpoint purchased on a minimum initial term of three (3) years shall each receive an additional allocation of 2,000 minutes to UK mobiles.

For Operator Connect, Gamma's All Inclusive Minutes Bundle will apply in line with an Acceptable Usage Policy.

SIP Trunking

	Active channels per endpoint	Unit Sell
Channel Rental – active with inclusive 01/02/03 and Major UK Mobile	0-49	£6.95
Channel Rental – active with inclusive 01/02/03 and Major UK Mobile	50-199	£5.95
Channel Rental – active with inclusive 01/02/03 and Major UK Mobile	200-499	£4.95
Channel Rental – active with inclusive 01/02/03 and Major UK Mobile	500+	£3.95
Channel Rental – standby with inclusive 01/02/03 and Major UK Mobile	0-49	£3.65
Channel Rental – standby with inclusive 01/02/03 and Major UK Mobile	50-199	£3.35
Channel Rental – standby with inclusive 01/02/03 and Major UK Mobile	200-499	£3.05
Channel Rental – standby with inclusive 01/02/03 and Major UK Mobile	500+	£2.75

Each SIP Channel shall receive up to 2,000 minutes to 01/02/03 destinations inclusive in its monthly Channel price, and the total allocation per Channel shall be aggregated per Endpoint. In addition, calls to numbers beginning 03 shall not exceed 15% of the total minutes on that Endpoint.

In the event that any Endpoint exceeds the aggregate amount of inclusive minutes available, Gamma shall be entitled to invoice the Company for the total minutes routed at the

Company's standard price for each such destination in accordance with the Company's standard rate card.

In addition to the free minutes provided under above, SIP Channels associated to an Endpoint purchased on a minimum initial term of three (3) years shall each receive an additional allocation of 2,000 minutes to UK mobiles specified.

SIP Trunk Call Manager

DESCRIPTION	Unit Sell
STCM Service Rental (per active endpoint)	£55.00
STCM DDI Rental (all numbers on endpoint)	£0.31
STCM Number Add-on Announcement (per number)	£9.36
STCM Number Add-on Area Based Routing (per number)	£31.36
STCM Number Add-on Standard Auto Attend (per number)	£31.36
STCM Service Add-on Limit Caller Admission (per number)	£39.21

One-off charges	Unit Sell
DDI Connection	£0.86
Endpoint Connection Charge	£117.86
Endpoint Cease Fee	£39.29

Support

At CloudClevr we offer multiple support tiers, you can choose a support tier that meets your operational targets.

Standard

Service Coverage	Priority Level	Target Response Time
Working Hours	P1	4 hours
Working Hours	P2	8 hours
Working Hours	P3	16 hours
Working Hours	P4	24 hours

Extended

Service Coverage	Priority Level	Target Response Time
24x7x365	P1	4 hours
24x7x365	P2	8 hours
Working Hours	P3	16 hours
Working Hours	P4	24 hours

Enhanced

Service Coverage	Priority Level	Target Response Time	Target Resolution Time
24x7x365	P1	2 hours	1 day
24x7x365	P2	4 hours	7 days
Working Hours	P3	8 hours	14 days
Working Hours	P4	16 hours	

Premium

Service Coverage	Priority Level	Target Response Time	Target Resolution Time
24x7x365	P1	1 hours	4 hours
24x7x365	P2	4 hours	3 days
Working Hours	P3	8 hours	7 days
Working Hours	P4	16 hours	

Premium+

Service Coverage	Priority Level	Target Response Time	Target Resolution Time
24x7x365	P1	30 mins	4 hours
24x7x365	P2	4 hours	8 hours
Working Hours	P3	8 hours	7 days

Working Hours	P4	16 hours	
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Working Hours is defined as 9:00 AM and 5:30 PM GMT on Business Days.

Priority 1 and Priority 2 Incidents must be notified immediately to the Support Desk using the Support Desk phone number.

Contact Details

Contacting us is simple. Email publicsector@cloudclevr.com with your contact details and basic requirements and a specialist will contact you.

Alternatively, you can call our dedicated G Cloud team on **0203 005 5075** and talk to a specialist to discuss our service.

We will work with you to learn your specific requirements, we will discuss existing technology challenges, learn your timescales, investigate your current and future plans and provide a detailed proposal that can be used to reference the Order Form that we will provide to order the service.

