

# Vodafone Business UC

GCLOUD15 PRICING



# Vodafone Business UC

## Public Sector

### Price Card

(All Charges in this document exclude VAT which shall be charged at the standard rate.)

The Charges will be set out in the Call Off Order Form and comprise:

a) **A one-off setup charge** ordinarily comprising:

I. **Charges for Professional Services**, including:

A. **Deployment Charges:** for a standard package of Professional Services relating to a particular deployment of the Service as ordered by the Buyer. All standard deployment packages are described in Appendix 2 to this Service Offer. Where a Buyer has ordered RingCX™ from Vodafone Business, there will be an additional deployment charge for the particular RingCX™ from Vodafone Business deployment package chosen; and

B. **Charges for additional days of Professional Services:** if required, Charges for any additional Professional Services days that are required over the standard Professional Services deployment packages described in Appendix 2 to this Service Offer. Additional Professional Service days shall be charged on a time and materials basis at the applicable rates set out in the Professional Services Rate Card below, and

II. **Charges for Deployment add-ons and other add-ons:** there are a number of activities that can be added to the core deployments, this includes on-site go-live support, ad-hoc end-user and administrator training, floorwalking and troubleshooting;

III. **Charges for CPE** (if any). CPE availability will be as set out in the Vodafone Business UC CPE Catalogue which will be published on the Vodafone public sector portal at <https://publicsector.vodafone.co.uk>; and

b) **A Monthly Recurring Charge** comprising:

i. For the Vodafone Business UC Service only, one bundled price including the licence fee plus the Buyer's choice of call tariff, being either:

A. **Inclusive 500 UK Minutes:** means an allowance of 500 minutes per month of outbound calls to the UK phone numbers beginning 01, 02 and 03 and UK mobile numbers. This is bought on a per User basis, but the 500 inclusive UK outbound minutes are pooled across Users at a Buyer account level. Unused minutes are not carried forward to the next month. If the inclusive 500 UK minutes are used before the end of the month, additional calls to these numbers will be charged at the applicable rates set out in the "Rates after allowance has been

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consumed” column of the Inclusive 500 UK Minutes rate card in Appendix 1 to this Service Offer. The rates for calls to other UK numbers and international numbers in different zones are set out in the Inclusive 500 UK Minutes rate card below;

- B. **UK Unlimited Minutes + 100 Min International:** means the User can make unlimited outbound calls to 01, 02, 03 and UK mobile numbers (with a fair usage policy of 5000 outbound minutes per User) and a monthly allowance of 100 minutes of international calls for applicable zones, as set out in the UK Unlimited Minutes + 100 Min International rate card in Appendix 1 to this Service Offer. If the fair usage policy is exceeded in any month, additional calls that month will be charged at the applicable rates in the “Rates after allowance has been consumed” column in the applicable rate card in Appendix 1. This is bought on a per User basis, but the 100 International outbound minutes are pooled across Users at a Buyer account level. Unused minutes are not carried forward to the next month. If the 100 International minutes are used before the end of the month, additional calls to these numbers will be charged at the applicable rates set out in the “Rates after allowance has been consumed” column in the applicable rate card in Appendix 2. The rates for calls to other UK numbers and international numbers in different zones are set out in the applicable rate card below; or
- C. **Pay As You Go:** this tariff does not include any inclusive outbound minutes and all calls are charged as per the rates set out in the Pay as You Go rate card in Appendix 1 to this Service Offer.
- D. In relation to each tariff:
  - I. DDI's will be provided at a rate of up to 150 DDI's per 100 users;
  - II. All calls made by Buyer using the Service will automatically terminate after a duration of 240 minutes; and
  - III. The start and end dates of the billing period will be shown on the invoice and may include calls from previous periods which could not be billed before due to technical or administrative reasons.
- ii. When RingCX™ from Vodafone Business is ordered with the Vodafone Business UC Service, there will be an additional licence fee for RingCX™ from Vodafone Business (this may be shown as a bundled price with the Vodafone Business UC Service in the Call-Off Order Form). When RingCX™ from Vodafone Business is ordered, the Buyer must use the Pay as You Go tariff for outbound calls at the applicable rates set out in Appendix 1 to this Service Offer; and
- iii. Any other Simple Add-ons ordered by the Buyer in relation to the Vodafone Business US Service (and RingCX™ from Vodafone Business, if applicable) that are not included within the one-off set up charge. E.g. charges for Buyer training (ordered as a Training Tier).

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### VBUC License Pricing

#### a) Core licences

- All Users must have the same core licence.
- Licences are charged on a per Subscription Per Month rental.

| Licence Bundle (any contract length)                                              | Entry | Voice Only Standard | Voice Only Premium | Standard | Premium | Business Line |
|-----------------------------------------------------------------------------------|-------|---------------------|--------------------|----------|---------|---------------|
| Pay as You Go                                                                     | £4.60 | £6.20               | £7.20              | £9.40    | £12.50  | £5.50         |
| Inclusive 500 UK minutes                                                          | £5.50 | £7.00               | £9.80              | £10.30   | £14.76  | £6.30         |
| UK Unlimited plus 100 minutes International (Ireland, Europe Zone 1, US & Canada) | £7.50 | £8.50               | £11.30             | £12.30   | £15.75  | £8.30         |

#### b) Additional licences

| Optional licenses      | Entry          |
|------------------------|----------------|
| Limited extension      | £3.50          |
| Live Reports           | £19.00         |
| Cloud PBX for MS Teams | Free of charge |

- Limited Extension: is an add-on licence designed for making/receiving calls in common areas.
- Live Reporting: is an add on licence that does not incur tariff or additional service management charges.
- Cloud PBX for MS Teams: enables Users to make and receive calls directly from a Microsoft Teams client. In order to use this Service Element, Buyer must have the appropriate Microsoft Teams licence.

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### VBUC Deployment services

The scope of work associated with each item is described in Part A of Appendix 2 to this Service Offer. The Buyer has three core deployment options for the Vodafone Business UC Service:

#### Core Deployment Types

| Type of Core deployment            | One-off Price                |
|------------------------------------|------------------------------|
| Vodafone Led Remote Deployment     | Free of charge               |
| Vodafone Led One-site Deployment   | £500                         |
| Single Line Replacement Deployment | Free of charge (Max 5 sites) |

#### Deployment add-ons

The Buyer may also order any of the following optional Simple Add-ons at the prices set out below:

| Deployment Add-on                                     | One-off Price    |
|-------------------------------------------------------|------------------|
| Remote Training                                       | £ 95 per hour    |
| Engineer On-Site Deployment (max 1 site and 25 users) | £ 750            |
| On Site Go Live Support                               | £ 500 per day    |
| Embedded Dialer Integration App                       | £ 300            |
| Single Sign on advice help desk                       | £ 325            |
| Active directory advice help desk                     | £ 325            |
| Enhanced Network Readiness Assessment                 | £ 1,025 per site |
| Bring Your Own Device (1 – 15 devices)                | £ 150            |
| Bring Your Own Device (16 – 200 devices)              | £ 300            |
| Bring Your Own Device (201 – 500 devices)             | £ 450            |
| Account Federation                                    | £ Free of Charge |

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### Buyer Training Packages

The Buyer may also opt to order one of the following Training Packages as an optional Simple Add-on:

| Training Package | Recurring Charge per Training Package per Month |
|------------------|-------------------------------------------------|
| Training Tier 1  | £10                                             |
| Training Tier 2  | £ 15                                            |
| Training Tier 3  | £ 20                                            |

Each Training Package gives the Buyer a set number of tokens to spend on virtual training sessions, as per below, and access to other online training on the RingCentral website:

### Tokens earned on each Training Tier and contract length

| Training Package | Contract length (months) |    |    |    |
|------------------|--------------------------|----|----|----|
|                  | 12                       | 24 | 36 | 60 |
| Tier 1           | 1                        | 2  | 3  | 5  |
| Tier 2           | 2                        | 4  | 6  | 10 |
| Tier 3           | 3                        | 6  | 9  | 15 |

### Virtual Courses available to spend Tokens

| Training Course                                            | Token needed | Max Users |
|------------------------------------------------------------|--------------|-----------|
| Virtual training – End User Basic for Front Office Staff   | 1            | 30        |
| Virtual training – End User Basic for Trainer              | 1            | 30        |
| Virtual training – End User Basic                          | 1            | 30        |
| Virtual training – End User Basic for Executive Assistants | 1            | 30        |
| Virtual training – End User Basic for Remote Workers       | 1            | 30        |
| Virtual training – Admin Basics                            | 2            | 6         |
| Virtual training – Intro to Reporting and Analytics        | 2            | 6         |

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|                                                          |   |   |
|----------------------------------------------------------|---|---|
| Virtual training – Analytics – Using Live Reports*       | 2 | 6 |
| Virtual training – Using QOS Reports                     | 2 | 6 |
| Virtual training – Bridge Operator Console*              | 1 | 6 |
| Virtual training – Troubleshooting Basics                | 2 | 6 |
| Virtual training – Troubleshooting Video Meetings*       | 1 | 6 |
| Virtual training – Troubleshooting for Helpdesk Agents 2 | 2 | 6 |
| Virtual training – Troubleshooting for Helpdesk Agents 3 | 3 | 6 |

For example, a Training Tier 3 Package that costs £20 per month, will give the Buyer **9 Tokens** on a 36-month contract. The Buyer can spend these tokens on the various courses set out above. Alternatively, the Buyer may purchase the above virtual training directly at the prices set out in Appendix 2 to this Service Offer.

### Professional Services Rate Card

| Price per Day                                                   | Price per Day (£) | Visit Change (£) | Price per Hour (£) |
|-----------------------------------------------------------------|-------------------|------------------|--------------------|
| Senior Solution Architect                                       | 575               |                  |                    |
| Installation/ Configuration Engineer                            | 350               |                  |                    |
| Senior Project Manager                                          | 520               |                  |                    |
| Training/ Floor walker                                          | 500               |                  |                    |
| Out of Hours Installation Engineering on site (Monday – Friday) |                   | 0                | 85                 |
| Out of Hours Installation Engineering on site (Saturday)        |                   | 0                | 85                 |