

Pricing Document

G-Cloud 15

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Colt Intelligent Communications (CIC)

Abstract

This document provides an overview of Colt Intelligent Communications (CIC) pricing, covering the cloud-based voice and connectivity services.

The aim is to give customers a simple and transparent understanding of how CIC services are structured and costed, ensuring they can select the solution that best fits their communication and operational needs.

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Product Overview

The CIC portfolio includes a set of cloud-based voice and communication services designed to meet different business needs. These services cover enterprise telephony, cloud SBC connectivity, and session-based links for CCaaS platforms. Every CIC product is built to make deployment easier, reduce day-to-day management, and provide reliable, carrier-grade performance.

Customers can choose from flexible billing options, straightforward number management, and additional professional services to ensure the solution fits their technical and operational requirements

CloudSBC

CloudSBC uses a user-based billing model, where charges are determined by the number of individuals activated for telephony services. Each enabled user is associated with Colt's hosted Session Border Controller platform, which delivers secure, compliant, and resilient voice connectivity for cloud communication solutions to Microsoft Teams Operator Connect, Direct Routing as a Service, and Zoom Provider Exchange.

Billing typically includes a one-time onboarding component that covers the installation, configuration, and validation of the customer's CloudSBC environment. This process ensures that the SBC routing, security policies, and high-availability settings are configured correctly from the start.

CloudSBC subscriptions also need to include the allocation or porting of Direct Dial-In numbers (DDIs). The DDI component covers number provisioning, hosting in Colt's cloud infrastructure, and support for any migration activities. To simplify administration, DDIs are organised into predefined ranges, allowing businesses to use up to a given number of numbers within each tier.

In addition, CloudSBC must be associated with a voice tariff. This tariff governs all inbound and outbound call traffic. When bundled minutes are purchased, the tariff only applies once those minutes have been consumed or when the customer calls destinations not included in the bundle. This allows customers to tailor their cost structure to match their calling patterns.

Optional professional services can also be added. These include advanced SBC configurations, PBX or third-party system integrations, enhanced security features, or administrator training. These services ensure that CloudSBC can be aligned and customised to the organisation's specific technical, operational, and compliance needs

CloudSIP

CloudSIP uses a session-based billing model, applies billing to the overall voice sessions flowing through a single virtual trunk. This approach aligns with the operational reality of contact centres, where call volumes fluctuate significantly throughout the day and are not tied to a fixed number of users.

During service activation, CloudSIP includes a one-time setup fee that covers installation, configuration, and the initial support required to onboard the customer. This setup process ensures that the Cloud Service Provider is properly connected to Colt's Core SBCs, enabling a stable and resilient voice path. Customers can choose between different resilience models depending on the level of redundancy they require.

CloudSIP must also include the provisioning of Direct Dial-In numbers (DDIs) in supported countries. The associated billing covers the allocation of the numbers, their hosting within the cloud platform, and any number porting required for migration. Colt groups DDIs into usage ranges, allowing customers to consume up to a certain number of DDIs within each predefined tier.

To complete the solution, CloudSIP must be paired with a voice tariff. These tariffs apply to all outbound and inbound call traffic. If the customer has bundled minutes included as part of their plan, the CloudSIP billing model applies to standard rates only when those minutes are fully consumed or when calls are made to destinations not included in the bundle. Colt offers several tariff options to align with different calling patterns and regulatory environments.

	Pay as you Go	All you can talk	Cloud Sip	Cloud Sip x2
Sip trunk	included	included	included	included
Operator Connect activation	included	included		
Direct Routing activation	included	included		
CSP activation			included	included
Unlimited national calling	per minute	included 4000 min ²	per minute	per minute
HD quality voice	✓	✓	✓	✓
Live platform web connection	✓	✓	✓	✓
Caller ID	✓	✓	✓	✓
Number porting	✓**	✓**	✓**	✓**
Fax services ³	6.00	6.00	-	-
Per user	✓	✓		
Per channel			✓	✓
Session up to 10	-	-	115.87	154.49
Session up to 20	-	-	128.74	175.95
Session up to 50	-	-	150.20	205.99
Session up to 150	-	-	197.40	278.94
Session up to 225	-	-	240.32	364.77
Session up to 300	-	-	261.78	407.68
Session up to 1000	-	-	506.39	772.45
DDI up to 10	7.00	7.00	7.00	7.00
DDI up to 100	18.00	18.00	14.00	14.00
DDI up to 400	35.00	35.00	36.00	36.00
DDI up to 1000	63.00	63.00	64.00	64.00
DDI up to 10000	364.00	364.00	374.00	374.00
End user Training Teams ⁴	438.00	438.00	438.00	438.00
Admin Training ⁵	710.00	710.00	710.00	710.00
Attendant console*	85.00	85.00		
Contact Centre Omnichannel for 1-9 ⁶	140.00	140.00	-	-
Contact Centre Omnichannel for 10-24 ⁶	96.00	96.00	-	-
Contact Centre Omnichannel for 25-49 ⁶	84.00	84.00	-	-
Contact Centre Omnichannel for 50 -99 ⁶	78.00	78.00	-	-
Contact Centre Omnichannel for 100+ ⁶	70.00	70.00	-	-
Contact Center onboarding	2750.0	2750.0	-	-
Nimbus queues 1-9 ³	170.00	170.00	-	-
Nimbus queues 10-24 ³	160.00	160.00	-	-
Nimbus queues 25-49 ³	135.00	135.00	-	-
Nimbus queues +50 ³	115.00	115.00	-	-
Nimbus queue setup	2800.00	2800.00	-	-
AI for meeting *	18.00	18.00	-	-
Porting and setup new	1.20*	1.20*	500.00 ¹	500.00 ¹
Recording in meeting	As per CSP	As per CSP	As per CSP	As per CSP
Call transfer	As per CSP	As per CSP	As per CSP	As per CSP
Call recording compliance Voice and Video*	25.00	25.00	25.00	25.00
Agent user training ⁴	390.00	390.00	390.00	390.00
Supervisor user training ⁵	585.00	585.00	585.00	585.00
Dedicated SBC licenses ***	7.3	7.3	7.3	7.3
OVOC	quote	quote	quote	quote

All prices are in £

*Per user · ⁶Per DDI · ¹Per country · ²Per user for 2000 mobile and 2000 domestic landline minutes · ³Per queue up to 100 team users · ⁴Up to 10 users · ⁵Up to 5 administrators · ⁶Per agent · ***Per session without HA · **Included in NRC

Additional Professional and training services

Installation services are designed to ensure the solution meets the requirements established during the pre-sales phase.

Tasks are executed by remote engineers, who possess advanced skills in Microsoft 365 operations and Session border controller device configurations and are also responsible for keeping you informed and comfortable at every step.

There are several professional services which can be added to the solution, ranging from Physical/virtual SBC installation and configuration to Third-party PBX integration, encryption, etc. Those may need pre-sales support to align with the requirements.

AI for meeting - Meeting Insights

Meeting Insights is an AI-driven application that can be seamlessly integrated with the customer's communication and collaboration environment. It securely captures, transcribes, and summarises meetings to produce structured and searchable records, supporting organisational knowledge management, governance requirements, and overall productivity.

The service is delivered on a per-user, per-month subscription model. An installation and onboarding fee applies, and customers may select optional features such as Bring-Your-Own-Storage (BYOS) and additional template packages based on user type.

Luware

Luware Nimbus Enterprise Routing provides advanced call routing and workflow automation directly inside Microsoft Teams, making it ideal for internal helpdesks or simple customer-facing numbers. It uses a visual workflow editor to build queues, IVRs, and opening-hour logic, and each queue can support up to 100 Teams users. Billing is applied per queue, and deployment includes a guided onboarding service delivered within a defined scope of work. Enterprise Routing offers enhanced workflow templates, call context options, basic reporting capabilities, and integrations through Microsoft Power Automate, allowing organizations to streamline how calls are handled without deploying a full contact center.

Nimbus Contact Center extends these capabilities into a full omnichannel, skills-based contact center solution for Microsoft Teams. It supports voice, chat, email, AI-driven routing, and supervisor tools, and introduces advanced features such as After-Call Work, user state tracking, detailed analytics, and role-based agent management. Billing is applied per agent, and onboarding includes configuration of queues, skills, workflows, and reporting.

Additional modules—such as CRM integrations, AI summaries, virtual agents, and enhanced dashboards—allow organizations to deliver a modern customer experience while leveraging Colt's PSTN connectivity through CloudSBC or Dedicated SBC solutions.

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