Pricing Document

G-Cloud 15

Lot 2b

Colt Cloud Communications

Document Version	v1
Release Date	30/01/2026
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1. Product Overview

Colt's hosted **Cloud Communications** service provides a ***simple*** *to deploy*, ***low CAPEX***, ***PSN certified, flexible***, ***easy to manage*** hosted unified communications solution.
Secure, high availability ***Enterprise Grade*** telephony and ***full*** *PBX features* are standard and can be used seamlessly at any location on a ***device of choice*** whether that be a fixed handset, desktop PC, mobile phone or tablet.

More importantly, the product allows for customers to ***evolve at a time and pace to suit*** as they further develop and realise their "Digital Transformation" strategies, by the addition of native collaboration features.
Based on open standards, Cloud Communications is a high availability Enterprise Grade hosted communications solution. It provides a robust telephony foundation that gives customers the ability to adopt telephony as the "business critical application" but with the ability to evolve into a full unified communications experience natively through the Cloud Communications Enterprise collaboration suite, in a way and time that suits their business.
Cloud Communications has an integrated Customer Interface portal that provides customer self-service access for Moves, Adds and Changes (MAC's) and reporting whilst providing a consistent link to Colt internal activities such as work requests for the fulfilment team and feeds to the invoicing system.

The product can be provided across a Colt IPVPN, a customer own Enterprise grade IP-VPN network via a UNI/NNI connection, and/or over the internet. Service provided across the internet, by definition, carries limitations and as such call quality SLA's are not provided for services accessed this way.

The platform is highly scalable with applications housed in dual, fully virtualised, secure datacentres consisting of the following key components:

Core Platform – Comprising of a high availability server and application infrastructure. The platform is a multi-customer environment providing for Enterprise grade voice, video, messaging, screen sharing, meetings and conferencing.

SIP - Provides access to an aggregated PSTN gateway provided by Colt, which serves each customer solution. This component provides the Customer with capability to make and receive calls via the PSTN.

Datacentre - The Cloud Communications infrastructure is installed and managed by Colt within its own secure UK data centres, located in Basingstoke and London.

Customer Portal – A "self-serve" portal that is fully integrated with the core platform and Colt systems to provide seamless interaction between the customer designated administrator and Colt systems providing the following key components:

- Allocation of Implemented Geographic and Non-Geographic Numbers to users
- Feature Set Allocation to users
- Integration to provisioning teams
- Provisioning
- Call Rating
- Billing of Voice Services and Call Charges
- Billing Reporting

Access to the Colt Cloud Communications customer portal is via a browser with all common browsers being supported e.g. Edge, Google Chrome, Mozilla Firefox etc.
Password controlled; the portal provides a multi-level hierarchy providing the customer with the following access levels:

- Customer Administrator
- Customer Site Administrator
- End User

Access by the Customer Administrator provides visibility and configuration ability to the customer environment they are associated to, while the Customer Site Administrator will only have access to the site they are associated with, and the End User will only be able to access the numbers that they are associated to.
Call data handled within the Colt Cloud Communications portal are retained within the Server Infrastructure and are accessible online for the period specified in the table below.

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CDR Type	Storage Location	Retention
CDR	Online	3 Months
CDR	Archive	2 Years
Billable	Online	1 Year
Billable	Archive	4 Years

User Devices – desktop devices or soft clients can be used to access the service. Industry leading handset providers such as Cisco, and Poly form the Colt standard devices.
Desktop and mobile client – provided through the Cisco Webex app supports PC users utilising Windows and OS-X operating systems while the mobile client is available for iOS and Android operating systems providing a seamless and consistent communications experience regardless of choice of device.

Number Ranges

Number ranges are flexible for each customer deployment and are not impeded by other customers' choices. As with any enterprise grade system, DDI numbers are able to match the extension numbers as required, however where a customer environment has DDI's that overlap e.g. where multiple systems are being replaced, then consideration will need to be given to a change in number plan for the affected locations.
Extension number lengths of between 4 and 6 digits are supported and it is possible to reach them either by dialling the full PSTN number or the short form extension number. Local number dialling is not a feature of this product.

Emergency Services

All DDI numbers are registered with the address of their "home" location with the Emergency Service register. To support this, the Colt Cloud Communications product provides individual CLI for the Emergency Service operator identification.
Because users can be making a call from any device and location outside the control of Colt, all numbers are to be marked nomadic in line with the Colt Cloud Communications standard. This prompts the operator to confirm the actual location of the caller in case this differs from the advised "home" location.
Where Hoteling, or hot desking, is used with DDI's, the actual handset CLI is forwarded as opposed to the logged in user CLI which allows a call back to be made should the call be initiated when no user is logged into the device.
Hot desk phones are restricted to emergency service outbound calls only and configured to allow inbound external calls for Emergency Service Call back.

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2. Pricing Tables

Prices exclude VAT.

All pricing in this file is provided in GBP.

Monthly User Charges

User Charge - per user per month	MRC
Standard	5.00
Premium	9.00
Enterprise	15.00

Monthly Call Bundle Charges

Call Bundle Monthly Charges		
	UK Bundle	International Fixed Bundle
Description	UK-UK local & national fixed calls, 03* numbers (excludes all other nongeographic numbers) and UK mobile minutes	Selected international fixed numbers (see list) in Europe, USA, Mexico and Canada
Minutes	**Price per month**	
500	4.50	6.00
1,000	9.00	12.00
2,000	18.00	24.00
5,000	45.00	60.00
10,000	90.00	120.00
20,000	180.00	240.00
30,000	270.00	360.00
50,000	450.00	600.00
75,000	675.00	900.00
100,000	900.00	1,200.00

Bundles - Destinations		
UK Bundle	International Fixed Bundle	
Local & National	Austria	Luxembourg
03 UK WIDE	Belgium	Mexico
UK O2 Mobile	Canada	Netherlands
UK Orange Mobile	Croatia	Norway
UK T-Mobile	Cyprus	Poland
UK Vodafone Mobile	Denmark	Portugal

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Bundles - Destinations		
UK Bundle	**International Fixed Bundle**	
UK H3G Mobile	France	Romania
	Germany	Slovakia
	Greece	Spain
	Greece Athens	Sweden
	Hungary	Switzerland
	Ireland	USA
	Italy	USA Domestic

Handset Charges

Handsets and Accessories	NRC
Poly_Edge_E100	104.00
Poly_Edge_E220	110.10
Poly_Edge_E350	178.00
Poly_Edge_E450	236.50
Poly Trio 8300 Small sized conference room device	283.00
Poly Trio 8800 larger sized conference room device	518.00
Poly Power Supply	20.00
Poly DECT Rove 30 with Basestation (subject to change)	362.00

Support Services

Role	Per Day Charge
Principle Project Manager	802.00
Project Manager	702.00
Senior Network Engineer	483.00
Technical Design Authority	750.00
Technical Project Lead	583.00
Activation Engineer	500.00
Voice UC Engineer	612.00

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3. Disclaimer

Colt's proposal is not intended to create a binding contractual commitment. A signed Colt agreement is required to make pricing/services effective. This document may not be altered or edited to create an agreement. If you wish to purchase services on a term arrangement, please contact your Colt Account Manager.

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