



8x8

GCloud 15 Pricing Information

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1. Insight

Insight leads the delivery of transformative solutions, supported by a powerful ecosystem of over 6,000 global partners including Microsoft, AWS, and Cisco.

As a Fortune 500 company with a long-standing history of delivering trusted services to the UK Public Sector, we combine our own deep expertise in consulting, advisory, and transformation with partner innovation to create holistic solutions across cloud, data, modern workplace, cybersecurity, and application services.

Guided by proven methodologies and ESG principles, we work collaboratively to design and implement tailored strategies that drive measurable business impact while promoting sustainability and governance excellence.

2. Insight for the Public Sector

Your End-to-End Digital Transformation Partner

As a leading Solutions Integrator, Insight combines deep technical expertise with a vast partner ecosystem to help UK government organisations modernise, innovate, and deliver citizen-centric services. We hold places on over 85 public sector frameworks, offering a compliant, efficient route to digital transformation.

We don't just supply IT; we design, deploy, and manage the solutions that secure your data and unlock value.

Core Areas of Expertise

- **Innovation, Data & AI:** we deliver end-to-end data science and custom AI solutions. From modernising data platforms to deploying bespoke machine learning and spatial computing, we help you unlock the value of your data to drive operational efficiency.
- **Modern Infrastructure & Cloud:** Building scalable, hybrid foundations that reduce technical debt and support multi-cloud strategies.
- **Modern Workplace:** Empowering the public sector with secure, flexible tools to work from anywhere, attracting talent and improving productivity.
- **Cybersecurity:** Comprehensive managed security services, threat detection, identity protection, and compliance management to ensure your data remains sovereign and secure.
- **Modern Apps:** Agile application development creating meaningful and impactful tools that link to tangible benefits, improvements and cost savings.

Our Approach: Consulting, Lifecycle, & Managed Services

We deliver value at every stage of your technology journey, ensuring accountability from strategy to support:

- **Consulting (Architecting the Future):** We bridge internal skills gaps with data-driven strategy. From "Discover & Design" to full-scale migration planning, we ensure your investments solve real public sector challenges.
- **Lifecycle (Seamless Execution):** We take the risk out of procurement and deployment. Leveraging global buying power, we handle everything from supply chain management and imaging and implementation to sustainable asset disposal (ITAD).
- **Managed Services (Always-On Support):** Shift from "keeping the lights on" to innovation. We provide 24/7 infrastructure monitoring, cloud cost optimisation (FinOps), and security operations to ensure resilience.

3. Service Pricing

Licenses	
Product	Per User / Per Month
X Series - Lobby	£3.20
Operator Connect (Metered) (UK DiD)	£1.39
Operator Connect (Unmetered) (UK DiD)	£3.72
X Series - X0	£3.50
X Series - X0-T	£4.00
X Series - X1 UK Government	£3.75
X Series - X1 Metered	£3.79
X Series - X1 Nationwide	£4.50
X Series - X2	£10.00
X Series - X3	£12.50
X Series - X4	£18.50
8x8 Engage - Metered	£35.00
8x8 Engage - Unlimited	£40.00
X Series - X6	£42.50
X Series - X6 Bundled	£52.50
X Series - X7	£52.50
X Series - X7 Bundled	£60.00
X Series - X8	£67.50
X Series - X8 Bundled	£75.00

Important Notes

1. All licenses up to and including X4 can be mix-and-matched on the same system.
2. X6, X7 and X8 licenses cannot be mixed—all contact centre licenses on a single system must be the same.
3. All outbound and inbound calls (except toll-free, which are charged separately) for X6, X7, X8 Bundled plans, count toward the 4,000 inclusive unmetered minutes per seat.
4. All outbound and inbound calls (except toll-free, which are charged separately) for Standard X6, X7, X8 (metered) plans are charged based on the prevailing 8x8 call rates, published on the Global Presence pages of the 8x8 web site. Please note that chargeable calls are billed rounded-up to the nearest minute.
5. The included minutes for X6, X7, X8 Bundled plans can be pooled between users on the same PBX within the same calendar month only.
6. Unmetered calling plans include calls to standard-tariff geographic and non-geographic landline numbers as well as to mobile numbers.
7. Note that calls to the following number/call types are always metered: UK offshore mobile numbers; premium-rate/shared cost numbers; special numbers, for example those associated with premium-rate call forwarding or non-business-related entertainment services.
8. Virtual numbers need to be added to 8x8 Contact Centre Queues.
9. Virtual Numbers need to be added to the 8x8 Contact Centre for direct agent connect.
10. Contact Centre Agents receive 30 Days of Call Recording as standard and additional days can be added for an additional cost. Screen Recording is an optional add-on.
11. If you intend to use the concurrent 8x8 Contact Centre licenses, five named user licenses are provided with each X6-X8 Contact centre seat license. One X4 licence is also provided with each X6, X7, X8 licence. Please ensure that you order additional UC licenses (X1-X4) as required.

Add-on Pricing	
8x8 Optional Add-ons	Charge
CC Additional Named User	£0.00 per user per month
Extra Voice Port	£5.63
8x8 Voice for MS Teams	£0.00 per user per month
Intelligent Customer Assistant (ICA) AI Compass360	£281.26
Intelligent Customer Assistant (ICA) Digital (1,000 Digital Conversations)	£145.84
Intelligent Customer Assistant (ICA) Voice (1,000 Voice Conversations)	£187.51
ICA Voice Intelligent Directory (Min commit of 6000 Conv per month)	£750.02
Intelligent Customer Assistant (ICA) xApps Base	£355.22
Intelligent Customer Assistant (ICA) Knowledge AI Base	£946.91
8x8 UC Quality Management	£2.92
8x8 UC Speech Analytics	£5.84
Calabrio Teleopti	Charge
Calabrio Teleopti WFM Advance	£18.75
Calabrio Professional Services & Training	SOW
Verint	Charge
Verint Workforce Management Essentials - User Licence	£ 14.62
Verint Professional Services & Training	SOW
Verint Knowledge Management	SOW
Secure Pay	Charge
Secure Pay Voice Business User	£ 13.68
Secure Pay Voice Agent	£ 16.56
Secure Pay Cloud Provisioning per AWS Region	£ 3,514.52
Secure Pay Professional Services & Project Management	SOW
Secure Pay Speech Add on	£ 5.74
Secure Pay Digital User	£ 13.68
Secure Pay BU DID	£ 0.92
Secure Pay BU SIP Channel License	£ 13.80
Secure Pay 250 SMS Message Bundle	£ 14.72
Secure Pay Omnichannel Agent	£ 23.76
Creovai (8x8 Agent Assist)	
Creovai Conversational Intelligence & Agent Guidance (2000 hours per month)	£ 2,240.00
Creovai Conversational Intelligence (2000 hours per month)	£ 1,900.00
Creovai Agent Guidance (2000 hours per month)	£ 1,900.00
Creovai Premium Support (24 hours per Annum)	£ 282.00
Creovai Professional Services	SOW (£)
Additional Support Options	Charge
TAM Gold	£3,125.10
TAM Diamond	£4,270.97
TAM Platinum	£6,458.54

Additional Numbers	Charge
Additional Number 01/02/03/08	£0.66
SMS Enabled Number	£2.61
Gold Number	POA
UC and CC Recording Storage	Charge
UC Call Recording Hot Storage - 130 days	£1.04
UC Call Recording Cold Storage - 1 year	£1.69
UC Call Recording Cold Storage - 2 years	£2.13
UC Call Recording Cold Storage - 3 years	£2.56
UC Call Recording Cold Storage - 4 years	£2.99
UC Call Recording Cold Storage - 5 years	£3.39
UC Call Recording Cold Storage - 6 years	£3.73
UC Call Recording Cold Storage - 7 years	£3.99
UC Call Recording Cold Storage - 8 years	£4.25
UC Call Recording Cold Storage - 9 years	£4.47
UC Call Recording Cold Storage - 10 years	£4.60
UC Meeting Recording Hot Storage - 130 days	£16.06
UC Meeting Recording Cold Storage - 1 year	£8.25
UC Meeting Recording Cold Storage - 2 years	£15.19
UC Meeting Recording Cold Storage - 3 years	£18.66
UC Meeting Recording Cold Storage - 4 years	£22.14
UC Meeting Recording Cold Storage - 5 years	£25.61
UC Meeting Recording Cold Storage - 6 years	£29.08
UC Meeting Recording Cold Storage - 7 years	£32.55
UC Meeting Recording Cold Storage - 8 years	£36.03
UC Meeting Recording Cold Storage - 9 years	£39.50
UC Meeting Recording Cold Storage - 10 years	£42.97
CC Call Recording Hot Storage - 130 days	£1.04
CC Call Recording Cold Storage - 1 year	£1.69
CC Call Recording Cold Storage - 2 years	£2.13
CC Call Recording Cold Storage - 3 years	£2.56
CC Call Recording Cold Storage - 4 years	£2.99
CC Call Recording Cold Storage - 5 years	£3.39
CC Call Recording Cold Storage - 6 years	£3.73
CC Call Recording Cold Storage - 7 years	£3.99
CC Call Recording Cold Storage - 8 years	£4.25
CC Call Recording Cold Storage - 9 years	£4.47
CC Call Recording Cold Storage - 10 years	£4.60
CC Screen Recording Hot Storage - 30 days	£5.64
CC Screen Recording Hot Storage - 130 days	£16.06
CC Screen Recording Cold Storage - 1 year	£8.25
CC Screen Recording Cold Storage - 2 years	£15.19
CC Screen Recording Cold Storage - 3 years	£18.66
CC Screen Recording Cold Storage - 4 years	£22.14
CC Screen Recording Cold Storage - 5 years	£25.61

CC Screen Recording Cold Storage - 6 years	£29.08
CC Screen Recording Cold Storage - 7 years	£32.55
CC Screen Recording Cold Storage - 8 years	£36.03
CC Screen Recording Cold Storage - 9 years	£39.50
CC Screen Recording Cold Storage - 10 years	£42.97

CPaaS		
SMS Messaging	Charge Type	Charge
Account Set Up Fee (API or Online Portal)	Per Account	£520.85
24/7/365 Support Monthly Fee	Per Account	£364.60
UK - Per Message Fee	Per Message	£0.05
10,000 SMS Bundle	Per Bundle	£520.85
50,000 SMS Bundle	Per Bundle	£2,343.83
100,000 SMS Bundle	Per Bundle	£4,062.63
UK - Virtual Number Set-Up Fee	Per Number	£10.42
UK - Virtual Number Monthly Fee	Per Number	£10.42
Video Interaction	Charge Type	Charge
Account Set Up Fee	Per Account	£1,041.70
24/7/365 Support Monthly Fee	Per Account	£364.60
Agent License Fee	Per Agent	£62.50
10,000 SMS Bundle	Per Bundle	£520.85
WhatsApp	Charge Type	Charge
Account Set Up Fee (API or Online Portal)	Per WhatsApp Business Number	£520.85
Monthly Maintenance Fee	Per WhatsApp Business Number	£520.85
8x8 Message Fee (In and Out)	Per Message	£0.01
UK - WhatsApp Message Fees by Category	Charge Type	Charge
UK - WhatsApp Conversation Fees (business-initiated) by category:		
Marketing (e.g. new product, service, or feature announcements, targeted promotions/offers, and cart abandonment reminders)	Per Message	£0.05
Utility (e.g., delivery confirmation, account updates, payment reminders)	Per Message	£0.03
Authentication (e.g. Account verification, account recovery, integrity challenges)	Per Message	£0.03

*SMS and WhatsApp rates are subject to change at 8x8's sole discretion from time to time. 8x8 will provide at least 30 days notice of a price change.

Proactive Outreach	Charge Type	Charge
Proactive Outreach Notify Platform Fee		£416.68
Proactive Outreach Interact Platform Fee		£833.36
Proactive Outreach - SMS Usage	Variable	POA
Proactive Outreach - WhatsApp Usage	Variable	POA
Proactive Outreach Rate Card	Included	POA
SMS Additional Services Sender ID Setup Fee		£82.29

PS Integration & Customisation		POA
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Deskphones, Conference Phones, ATAs and Accessories	Charge Type	Charge
Poly Edge E100 IP Phone	Per device	£54.32
Poly Edge E220 IP Phone	Per device	£68.80
Poly Edge E300 IP Phone	Per device	£106.73
Poly Edge E320 IP Phone	Per device	£116.38
Poly Edge E350 IP Phone	Per device	£117.26
Poly Edge E400 IP Phone	Per device	£129.99
Poly Edge E450 IP Phone	Per device	£153.15
Poly Edge E550 IP Phone	Per device	£168.68
Poly Rove B1 DECT Handset and Base Station	Per device	£81.80
Polycom Trio 8300 Conference Phone	Per device	£198.07
Yealink W79P DECT Handset and Base Station	Per device	£89.57
Yealink CP925 Touch Sensitive HD IP Conference Phone	Per device	£241.42
Yealink SIP-T33G Phone PoE	Per device	£53.95
Yealink SIP-T34W Phone PoE	Per device	£59.69
Yealink SIP-T53 Phone PoE	Per device	£73.39
Yealink SIP-T53W Phone PoE	Per device	£91.65
Yealink SIP-T54W Phone PoE	Per device	£115.30
Yealink SIP-T57W Phone PoE	Per device	£159.46
Yealink SIP-T58W Phone PoE	Per device	£189.78
Yealink T46U IP Phone	Per device	£110.61
Yealink T48U IP Phone	Per device	£151.21
Grandstream HT801 ATA 1 FXS Port	Per device	£35.57
Grandstream HT802 ATA 2 FXS Ports	Per device	£44.24
Grandstream HT814 ATA 4 FXS Ports	Per device	£81.08
Grandstream HT818 ATA 8 FXS Ports	Per device	£123.82
Yealink EXP43 Colour Expansion Module	Per device	£52.52
Yealink EXP50 Colour Expansion Module	Per device	£57.03
Yealink Power Supply for T33 to T58	Per device	£7.10
Yealink Power Supply for CP Conference Phone	Per device	£21.98
Polycom Power Supply for Edge	Per device	£10.35
Polycom Power kit for Trio	Per device	£40.21
Yealink WH64 Dual UC DECT Headset	Per device	£81.65
Yealink WH64 Mono UC DECT Headset	Per device	£69.90
Plantronics Encore Pro 320 USB-A, Stereo USB Headset	Per device	£42.61
Plantronics Encore Pro EP525 USB-A, Stereo USB Headset	Per device	£51.37

Training Courses Admin	Charge Type	Charge
8x8 Work Administration & Configuration	Per Seat	£500.02

8x8 Contact Centre Administration & Configuration	Per Seat	£500.02
8x8 Work Administration or Contact Centre Administration Private	Per Engagement	£2,333.41
8x8 Work Admin or CC Admin Onsite + Travel & Expenses	Per Engagement	£2,333.41
8x8 Work or Contact Centre Administration and Configuration (self-paced)	No charge	-
8x8 Product Troubleshooting, IVR Scripting, and Digital Scripting	Per Seat	£500.02
8x8 Work Analytics	Per Session	£333.34
8x8 Contact Centre Analytics	Per Session	£333.34
Quality Management & Speech Analytics	Per Session	£333.34
Conversation IQ	Per Session	£333.34
8x8 Custom Adoption Kit	Per Kit	£666.69

Training Courses End User	Charge Type	Charge
8x8 Work End User Remote Training Session	Per Session	£333.34
8x8 Contact Centre Agent or Supervisor Remote Training Session	Per Session	£333.34
8x8 Work and/or Contact Centre End Users/Agents Custom Full Day	Per Day	£2,333.41
8x8 Work and/or Contact Centre End Users/Agents + Travel & Expenses	Per Day	£2,333.41
Premium Training Bundle - Bronze	Bundle	£3,333.44
Premium Training Bundle - Silver	Bundle	£5,333.50
Premium Training Bundle - Gold	Bundle	£8,333.60
Training Subscription - Public Sector	Full Organisation	£250.01

Further Information



Contact us

For more information, please contact your
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 **Insight**
PUBLIC SECTOR