



G-Cloud 15 Pricing

Managed 8x8 Voice and Contact
Centre Services

Secure, Integrated Cloud Services



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1. Licences

Product	Per User
X Series - Lobby	£5.33
Operator Connect (Metered) (UK DiD)	£2.32
Operator Connect (Unmetered) (UK DiD)	£6.20
X Series - X0	£5.83
X Series - X0-T	£6.67
X Series - X1 UK Government	£6.25
X Series - X1 Metered	£6.32
X Series - X1 Nationwide	£7.50
X Series - X2	£16.67
X Series - X3	£20.83
X Series - X4	£30.83
8x8 Engage - Metered	£58.33
8x8 Engage - Unlimited	£66.67
X Series - X6	£70.83
X Series - X6 Bundled	£87.50
X Series - X7	£87.50
X Series - X7 Bundled	£100.00
X Series - X8	£112.50
X Series - X8 Bundled	£125.00

Important Notes

- All licenses up to and including X4 can be mix-and-matched on the same system.
- X6, X7 and X8 licenses cannot be mixed—all contact centre licenses on a single system must be the same.
- 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.
- 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.
- The included minutes for X6, X7, X8 Bundled plans can be pooled between users on the same PBX within the same calendar month only.
- Unmetered calling plans include calls to standard-tariff geographic and non-geographic landline numbers as well as to mobile numbers.



- 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.
- Virtual numbers need to be added to 8x8 Contact Centre Queues.
- Virtual Numbers need to be added to the 8x8 Contact Centre for direct agent connect.
- 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.
- 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.

2. Add-on Pricing

2.1. 8x8 Optional Add-ons

Description	Charge
CC Additional Named User	£0.00 per user per month
Extra Voice Port	£9.00
8x8 Voice for MS Teams	£0.00 per user per month
Intelligent Customer Assistant (ICA) AI Compass360	£450.00
Intelligent Customer Assistant (ICA) Digital (1,000 Digital Conversations)	£233.33
Intelligent Customer Assistant (ICA) Voice (1,000 Voice Conversations)	£300.00
ICA Voice Intelligent Directory (Min commit of 6000 Conv per month)	£1,200.00
Intelligent Customer Assistant (ICA) xApps Base	£568.33
Intelligent Customer Assistant (ICA) Knowledge AI Base	£1,515.00
8x8 UC Quality Management	£4.67
8x8 UC Speech Analytics	£9.35

2.2. Calabrio Teleopti

Description	Charge
Calabrio Teleopti WFM Advance	£30.00
Calabrio Professional Services & Training	SOW (£)

2.3. Verint

Description	Charge
Verint Workforce Management Essentials - User Licence	£24.37
Verint Professional Services & Training	SOW (£)



Description	Charge
Verint Knowledge Management	SOW (£)

2.4. Secure Pay

Description	Charge
Secure Pay Voice Business User	£22.80
Secure Pay Voice Agent	£27.60
Secure Pay Cloud Provisioning per AWS Region	£5,857.53
Secure Pay Professional Services & Project Management	SOW (£)
Secure Pay Speech Add on	£9.57
Secure Pay Digital User	£22.80
Secure Pay BU DID	£1.53
Secure Pay BU SIP Channel License	£23.00
Secure Pay 250 SMS Message Bundle	£24.53
Secure Pay Omnichannel Agent	£39.60

2.5. Creovai (8x8 Agent Assist)

Description	Charge
Creovai Conversational Intelligence & Agent Guidance (2000 hours per month)	£3,733.33
Creovai Conversational Intelligence (2000 hours per month)	£3,166.67
Creovai Agent Guidance (2000 hours per month)	£3,166.67
Creovai Premium Support (24 hours per Annum)	£470.00
Creovai Professional Services	SOW (£)

2.6. Additional Support Options

Description	Charge
TAM Gold	£3,333.33
TAM Diamond	£4,555.56
TAM Platinum	£6,888.89



3. Additional Numbers

Description	Charge
Additional Number 01/02/03/08	£1.00
SMS Enabled Number	£4.00
Gold Number	POA

4. UC and CC Recording Storage

Description	Per User per month
UC Call Recording Hot Storage - 130 days	£1.60
UC Call Recording Cold Storage - 1 year	£2.60
UC Call Recording Cold Storage - 2 years	£3.27
UC Call Recording Cold Storage - 3 years	£3.93
UC Call Recording Cold Storage - 4 years	£4.60
UC Call Recording Cold Storage - 5 years	£5.20
UC Call Recording Cold Storage - 6 years	£5.73
UC Call Recording Cold Storage - 7 years	£6.13
UC Call Recording Cold Storage - 8 years	£6.53
UC Call Recording Cold Storage - 9 years	£6.87
UC Call Recording Cold Storage - 10 years	£7.07
UC Meeting Recording Hot Storage - 130 days	£24.67
UC Meeting Recording Cold Storage - 1 year	£12.67
UC Meeting Recording Cold Storage - 2 years	£23.33
UC Meeting Recording Cold Storage - 3 years	£28.67
UC Meeting Recording Cold Storage - 4 years	£34.00
UC Meeting Recording Cold Storage - 5 years	£39.33
UC Meeting Recording Cold Storage - 6 years	£44.67
UC Meeting Recording Cold Storage - 7 years	£50.00
UC Meeting Recording Cold Storage - 8 years	£55.33
UC Meeting Recording Cold Storage - 9 years	£60.67
UC Meeting Recording Cold Storage - 10 years	£66.00
CC Call Recording Hot Storage - 130 days	£1.60
CC Call Recording Cold Storage - 1 year	£2.60
CC Call Recording Cold Storage - 2 years	£3.27
CC Call Recording Cold Storage - 3 years	£3.93



Description	Per User per month
CC Call Recording Cold Storage - 4 years	£4.60
CC Call Recording Cold Storage - 5 years	£5.20
CC Call Recording Cold Storage - 6 years	£5.73
CC Call Recording Cold Storage - 7 years	£6.13
CC Call Recording Cold Storage - 8 years	£6.53
CC Call Recording Cold Storage - 9 years	£6.87
CC Call Recording Cold Storage - 10 years	£7.07
CC Screen Recording Hot Storage - 30 days	£8.67
CC Screen Recording Hot Storage - 130 days	£24.67
CC Screen Recording Cold Storage - 1 year	£12.67
CC Screen Recording Cold Storage - 2 years	£23.33
CC Screen Recording Cold Storage - 3 years	£28.67
CC Screen Recording Cold Storage - 4 years	£34.00
CC Screen Recording Cold Storage - 5 years	£39.33
CC Screen Recording Cold Storage - 6 years	£44.67
CC Screen Recording Cold Storage - 7 years	£50.00
CC Screen Recording Cold Storage - 8 years	£55.33
CC Screen Recording Cold Storage - 9 years	£60.67
CC Screen Recording Cold Storage - 10 years	£66.00

5. CPaaS

5.1. SMS Messaging

Description	Charge Type	Charge
Account Set Up Fee (API or Online Portal)	Per Account	£833.33
24/7/365 Support Monthly Fee	Per Account	£583.33
UK - Per Message Fee	Per Message	£0.08
10,000 SMS Bundle	Per Bundle	£833.33
50,000 SMS Bundle	Per Bundle	£3,750.00
100,000 SMS Bundle	Per Bundle	£6,500.00
UK - Virtual Number Set-Up Fee	Per Number	£16.67
UK - Virtual Number Monthly Fee	Per Number	£16.67



5.2. Video Interaction

Description	Charge Type	Charge
Account Set Up Fee	Per Account	£1,666.67
24/7/365 Support Monthly Fee	Per Account	£583.33
Agent License Fee	Per Agent	£100.00
10,000 SMS Bundle	Per Bundle	£833.33

5.3. WhatsApp

Description	Charge Type	Charge
Account Set Up Fee (API or Online Portal)	Per WhatsApp	£555.56
	Business Number	
Monthly Maintenance Fee	Per WhatsApp	£833.33
	Business Number	
8x8 Message Fee (In and Out)	Per Message	£0.00

UK - WhatsApp Message Fees by Category

Description	Charge Type	Charge
Marketing (e.g. new product, service, or feature announcements, targeted promotions/offers, and cart abandonment reminders).	Per Message	£0.042
Utility (e.g., delivery confirmation, account updates, payment reminders).	Per Message	£0.018
Authentication (e.g. Account verification, account recovery, integrity challenges).	Per Message	£0.018

*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.



6. Proactive Outreach

Description	Charge Type	Charge
Proactive Outreach Notify Platform Fee		£666.67
Proactive Outreach Interact Platform Fee		£1,333.33
Proactive Outreach - SMS Usage	Variable	See Rate Card
Proactive Outreach - WhatsApp Usage	Variable	See Rate Card
Proactive Outreach Rate Card	Included	See Rate Card
SMS Additional Services Sender ID Setup Fee		£131.67
PS Integration & Customisation		SOW (£)

7. Deskphones, Conference Phones, ATAs and Accessories

Description	Charge Type	Charge
Poly Edge E100 IP Phone	Per device	£61.35
Poly Edge E220 IP Phone	Per device	£77.71
Poly Edge E300 IP Phone	Per device	£120.54
Poly Edge E320 IP Phone	Per device	£131.44
Poly Edge E350 IP Phone	Per device	£132.44
Poly Edge E400 IP Phone	Per device	£146.81
Poly Edge E450 IP Phone	Per device	£172.96
Poly Edge E550 IP Phone	Per device	£190.51
Poly Rove B1 DECT Handset and Base Station	Per device	£92.39
Polycom Trio 8300 Conference Phone	Per device	£223.69
Yealink W79P DECT Handset and Base Station	Per device	£101.15
Yealink CP925 Touch Sensitive HD IP Conference Phone	Per device	£272.66
Yealink SIP-T33G Phone PoE	Per device	£60.93
Yealink SIP-T34W Phone PoE	Per device	£67.41
Yealink SIP-T53 Phone PoE	Per device	£82.88
Yealink SIP-T53W Phone PoE	Per device	£103.51
Yealink SIP-T54W Phone PoE	Per device	£130.21
Yealink SIP-T57W Phone PoE	Per device	£180.09
Yealink SIP-T58W Phone PoE	Per device	£214.33
Yealink T46U IP Phone	Per device	£124.92



Description	Charge Type	Charge
Yealink T48U IP Phone	Per device	£170.78
Grandstream HT801 ATA 1 FXS Port	Per device	£40.18
Grandstream HT802 ATA 2 FXS Ports	Per device	£49.96
Grandstream HT814 ATA 4 FXS Ports	Per device	£91.56
Grandstream HT818 ATA 8 FXS Ports	Per device	£139.84
Yealink EXP43 Colour Expansion Module	Per device	£59.32
Yealink EXP50 Colour Expansion Module	Per device	£64.41
Yealink Power Supply for T33 to T58	Per device	£8.02
Yealink Power Supply for CP Conference Phone	Per device	£24.82
Polycom Power Supply for Edge	Per device	£11.69
Polycom Power kit for Trio	Per device	£45.41
Yealink WH64 Dual UC DECT Headset	Per device	£92.21
Yealink WH64 Mono UC DECT Headset	Per device	£78.94
Plantronics Encore Pro 320 USB-A, Stereo USB Headset	Per device	£48.12
Plantronics Encore Pro EP525 USB-A, Stereo USB Headset	Per device	£58.01

8. Training Courses Admin

Description	Charge Type	Charge
8x8 Work Administration & Configuration	Per Seat	£533.33
8x8 Contact Centre Administration & Configuration	Per Seat	£533.33
8x8 Work Administration or Contact Centre Administration Private	Per Engagement	£2,488.89
8x8 Work Admin or CC Admin Onsite + Travel & Expenses	Per Engagement	£2,488.89
8x8 Work or Contact Centre Administration and Configuration (self-paced)	No charge	£0
8x8 Product Troubleshooting, IVR Scripting, and Digital Scripting	Per Seat	£533.33
8x8 Work Analytics	Per Session	£355.56
8x8 Contact Centre Analytics	Per Session	£355.56
Quality Management & Speech Analytics	Per Session	£355.56
Conversation IQ	Per Session	£355.56
8x8 Custom Adoption Kit	Per Kit	£711.11



9. Training Courses End User

Description	Charge Type	Charge
8x8 Work End User Remote Training Session	Per Session	£355.56
8x8 Contact Centre Agent or Supervisor Remote Training Session	Per Session	£355.56
8x8 Work and/or Contact Centre End Users/Agents Custom Full Day	Per Day	£2,488.89
8x8 Work and/or Contact Centre End Users/Agents + Travel & Expenses	Per Day	£2,488.89
Premium Training Bundle - Bronze	Bundle	£3,555.56
Premium Training Bundle - Silver	Bundle	£5,688.89
Premium Training Bundle - Gold	Bundle	£8,888.89
Training Subscription - Public Sector	Full Organisation	£266.67



10. Professional Services Rate Cards

10.1. Six Degrees Rate Card

Discounts are available on all Professional Services based on the number of days required per service per client.

Roles	Day Rate
Programme Manager	£1,260.00
Programme Manager (OOH)	£2,520.00
Senior Project Manager	£990.00
Senior Project Manager (OOH)	£1,980.00
Project Manager	£675.00
Project Manager (OOH)	£1,350.00
Project Coordinator	£315.00
Project Coordinator (OOH)	£630.00
Engineer	£675.00
Engineer (OOH)	£1,350.00
Senior Engineer	£855.00
Senior Engineer (OOH)	£1,710.00
Specialist Engineer	£945.00
Specialist Engineer (OOH)	£1,890.00
Architect	£1,125.00
Architect (OOH)	£2,250.00

10.2. 8x8 Rate Card

Roles	Day Rate
Project Manager	£945.00
Service Delivery Manager	£1,000.00
Solution Delivery Consultant	£889.00
Technical Specialist	£889.00
Senior Consultant	£945.00
Senior Solution Architect	£1,112.00
On-Site Support	£778.00
Site Survey (Inc Network Assessment)	£889.00
Go Live Support	£889.00



Roles	Day Rate
Phone Installation (Per Extension)	£17.00
Professional Services (Per Hour)	£200.00
Expert Services with Certification (Per Hour)	£145.00
Expert Services without Certification (Per Hour)	£178.00
CRM Integrations	Individual SOW (£)



For more information

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