

G-Cloud 15 Pricing

SIP Trunking



claranet

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G-Cloud 15 Pricing – SIP Trunking

Service pricing comprises of:

- One-off charges for service setup.
- Recurring monthly charges for SIP channel rental and optional bolt-on licenses.
- Usage based charges for chargeable calls and for call recording storage where applicable.

Implementation Services

Service setup:

Description	One-Off Charge	Monthly Recurring Charge
Claranet Remote Managed Install (Service Setup Per Site)	£350.00	£0.00

Channels

SIP Trunk Channels:

Description	One-Off Charge	Monthly Recurring Charge
SIP Trunk Channel – Basic (per channel)	£0.00	£3.50
SIP Trunk Channel – Premium (per channel)	£0.00	£4.50

All chargeable calls made using the service are charged at rates defined in our standard rate card.

Optional Site Licenses

Cloud-based call routing site features:

Description	One-Off Charge	Monthly Recurring Charge
Auto Attendant	£0.00	£6.00
Call Centre ACD Queue	£0.00	£10.00

Optional Call Recording

Cloud-based call recording of external (PSTN) calls:

Description	One-Off Charge	Monthly Recurring Charge
Call recording (per user)	£0.00	£4.00

Calls can be stored on a 30 day, 180 day, or 7 year retention period.

- For the 30 day period, 100MB Storage (equivalent to a total of 600 minutes of Voice Recording) is included per user per site. Recordings are deleted once the site storage limit is reached or after 30 days, whichever is earlier.
- For the 180 day period, a fair usage policy of 100 minutes per user per day applies. This is equivalent to 18,000 minutes or 3GB of storage over the 180 day period per average user. Should the average usage per user exceed 3GB over the 180 day period, an excess charge will be payable at £1.50 per GB per month.
- For the 7 year retention period, all storage of call recordings is charged at £1.50 per GB per month.

Phone Numbers

New number and number porting options:

Description	One-Off Charge	Monthly Recurring Charge
New Single Geo Number	£1.00	£0.00
Port Single Geo Number	£4.00	£0.00
DDI Geo Range Import	£30.00	£0.00
New Single 03xx Number	£5.00	£0.00
Port Single 03xx Number	£50.00	£0.00
Port range of 03xx Numbers	£150.00	£0.00

Call Reporting and Analytics

Advanced insights and analytics:

Description	One-Off Charge	Monthly Recurring Charge
Insight Monitored User	£0.00	£0.00
Insight Supervisor	£20.00	£17.50

Description	One-Off Charge	Monthly Recurring Charge
Report Monitored User	£0.00	£1.00
Report Supervisor	£40.00	£8.00
Report Premier Monitored User	£0.00	£1.50
Report Premier Supervisor	£55.00	£20.00
Report Premier Monitored Contact Centre Agent	£0.00	£7.50
Report Console User	£0.00	£3.00
Dashboard Supervisor	£0.00	£5.00
Training (Per Day)	£395.00	£0.00