

G-Cloud 15 Pricing

Direct Routing for Microsoft Teams Phone



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G-Cloud 15 Pricing - Direct Routing for Microsoft Teams Phone

Service pricing comprises of:

- A recurring per user per month service fee which includes the required engineering resources to provision the Direct Routing solution.
- One-off charges for optional professional services, value added services, and user devices such as phones and headsets.
- Usage based charges for calls made outside of a call package and for call recording storage where applicable.

Teams Users

Per user rental pricing with inclusive call bundle:

Description (Solution Size)	One-Off Charge	Monthly Recurring Charge
250-499 Users	£0.00	£3.75
500-999 Users	£0.00	£3.00
1000-1499 Users	£0.00	£2.75
1500-1999 Users	£0.00	£2.50
2000-2999 Users	£0.00	£2.25
3000-4999 Users	£0.00	£2.15
5000+ Users	£POA	£POA

- Please note that pricing is based on typical usage of Direct Routing solutions. Exact pricing may vary subject to the customer's specific requirements.
- The inclusive call bundle includes 1,500 minutes of outbound calls per month per user, to UK Geographic 01, 02, 03 and UK Mobile FM1 (O2), FM3 (EE), FM5 (Vodafone) and FM6 (Three) call types. All calls to other call types and calls made over the allowance will be charged at standard rates. The allowance is per user per month and any unused allowance in any month does not roll onto subsequent months.
- Pricing is based on a minimum 36-month term. Other terms are available on a POA basis.

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 for external (PSTN) calls:

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

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.

Optional Implementation Services

Service setup and implementation services:

Description	One-Off Charge	Monthly Recurring Charge
Claranet M365 Teams Provisioning (per day)	£450.00	£0.00
Claranet M365 Teams Engineering (per day)	£450.00	£0.00