

G-Cloud 15 Pricing

Hosted Voice with Webex



claranet

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G-Cloud 15 Pricing - Hosted Voice with Webex

Service pricing comprises of:

- One-off charges for professional services, service setup, and user devices such as phones and headsets.
- Recurring monthly charges for user licenses, optional user bolt-on licenses, and optional site bolt-on licenses.
- Usage based charges for calls made outside of a call package and for call recording storage where applicable.

Implementation Services

Service setup and implementation services:

Description	One-Off Charge	Monthly Recurring Charge
Claranet Managed Install (per day)	£350.00	£0.00
Claranet Project Management (per day)	£750.00	£0.00
Claranet IP Voice Consultancy (per day)	£950.00	£0.00
Administrator & End User Training – Webinar (1/2 day)	£250.00	£0.00
Administrator & End User Training - On-Site (per day)	£950.00	£0.00

User Licenses

Standalone User Licenses (not inclusive of a call bundle):

Description	One-Off Charge	Monthly Recurring Charge
Functional User	£0.00	£7.00
Fixed User	£0.00	£8.50
Mobile User	£0.00	£10.00

User Licenses with call bundle:

Description	One-Off Charge	Monthly Recurring Charge
Fixed User Bundle	£0.00	£9.50
Mobile User Bundle	£0.00	£11.00

The 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.

Site Bolt-Ons

Additional site-level feature licenses:

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

User Bolt-Ons

Additional user feature licenses:

Description	One-Off Charge	Monthly Recurring Charge
Busy Lamp Field	£0.00	£3.00
CRM Connect Lite	£0.00	£0.80
CRM Connect	£0.00	£5.00
Fax Messaging	£0.00	£5.00
Reception Console (30)	£0.00	£8.00
Reception Console (250)	£0.00	£25.00
Call Recording (Per User)	£0.00	£4.00
Call Centre Agent	£0.00	£6.00
Call Centre Supervisor	£0.00	£12.00
Webex Basic (included in Mobile User license)	£0.00	£1.50
Webex Standard (upgrade to user licence)	£0.00	£4.75
Webex Premium (upgrade to user license)	£0.00	£18.00

For Call Recording, 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.

IP Phones and Accessories

Desktop and Cordless Business Phones:

Description	One-Off Charge	Monthly Recurring Charge
Poly Edge E100	£75.00	£0.00
Poly Edge E220	£90.00	£0.00
Poly Edge E350	£150.00	£0.00
Poly Edge E450	£225.00	£0.00
Poly Edge E450 Expansion Module	£125.00	£0.00
Poly Edge PSU	£17.50	£0.00
Yealink T31G	£69.00	£0.00
Yealink T43U	£92.00	£0.00
Yealink T46U	£145.00	£0.00
Yealink T48U	£208.00	£0.00
Yealink T53W	£115.00	£0.00
Yealink T54W	£140.00	£0.00
Yealink T57W	£190.00	£0.00
Yealink W73P DECT Phone & Base Station	£90.00	£0.00
Yealink T46/48 PSU	£15.00	£0.00
Yealink BT40 Bluetooth Adaptor (T46/48)	£37.50	£0.00

Description	One-Off Charge	Monthly Recurring Charge
Yealink RT30 DECT Repeater	£110.00	£0.00
Yealink EXP43 Expansion Module	£90.00	£0.00
Yealink EXP50 Expansion Module	£90.00	£0.00
Yealink WF50 Wi-Fi Adapter	£40.00	£0.00
Yealink DD10K DECT	£25.00	£0.00
Yealink W73H DECT Handset	£70.00	£0.00
Yealink W59R DECT Handset	£130.00	£0.00
Phone Delivery (per phone)	£5.95	£0.00

Analogue Telephone Adapters (ATAs)

Enable connection of legacy analogue voice devices to the service:

Description	One-Off Charge	Monthly Recurring Charge
Cisco ATA 191	£95.00	£0.00
Cisco ATA 192	£100.00	£0.00

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
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

Managed Service

Claranet-managed in-life service administration:

Description	One-Off Charge	Monthly Recurring Charge
Managed Service User	£0.00	£POA

The Managed Service user fee is payable in addition to Hosted Voice with Webex user licences and any other bolt-ons. The charge is applicable to all Hosted Voice with Webex users.

The Managed Service user fee varies subject to the level and scope of service required.