

G-Cloud 15 Pricing

Teams Voice for Microsoft Teams Phone



claranet

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G-Cloud 15 Pricing – Teams Voice for Microsoft Teams Phone

Service pricing comprises of:

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

Implementation Services

Service setup and implementation services:

Description	One-Off Charge	Monthly Recurring Charge
Claranet Remote Managed Install (per day)	£350.00	£0.00
Claranet M365 Teams Provisioning (per day)	£450.00	£0.00
Claranet M365 Teams Engineering (per day)	£450.00	£0.00

Teams Users

Per user rental pricing:

Description	One-Off Charge	Monthly Recurring Charge
Teams User	£0.00	£3.50
Teams User (with call bundle)	£0.00	£4.25

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.

Optional Site Licenses

Cloud-based call routing site features:

Description	One-Off Charge	Monthly Recurring Charge
Teams Group Feature	£0.00	£3.50
Call Centre ACD	£0.00	£10.00
Auto Attendant	£0.00	£5.00

Description	One-Off Charge	Monthly Recurring Charge
Additional Sip Channels	£0.00	£2.50

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 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