



Unity IP Voice Service

Price Card

G Cloud 15

Lot 2b – Software as a Service (SaaS)

January 2026

redcentric

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Unity IP Voice

Unity IP Voice is Redcentric hosted enterprise voice solution (VoIP) for organisations needing to update their existing telephony system but who are also looking to control equipment, training, and operational costs, and boost the resilience of critical telephony services. End users of the service can interact with the service via physical handset and/or soft client application.

Unity IP Voice is compatible with Call Recording, Unity Call Reporting, Unity Extend and Agentic AI Contact Centre also available from G-Cloud.

Unity IP Voice comes with inclusive call minutes allowance for outgoing calls to UK numbers starting 01, 02, 03 and UK Mobile Numbers (excludes any calls charged at Premium Rate), subject to Fair Usage.

Pricing

All Prices are exclusive of VAT.

This Service is subject to a Call-Off Contract Period of 12 and 36 months and a Minimum Period of Service of 12 months.

Lot 2 discounts will be applied to the prices set out in this Price Card and calculated based on the total annual Call-Off Contract value – see Table 1 for details.

Discounts

Table 1 – Annual Call-Off Discounts.

Annual Call-Off Value	Discount %
less than £250,000	2%
between £250,001 and £500,000	4%
between £500,001 and £1,000,000	5%
between £1,000,001 and £2,500,000	6%
between £2,500,001 and £5,000,000	8%
over £5,000,000	10%

Unity IP Voice

Core Licences

Unity IP Voice users are provided functionality by assigning them with a service pack. This gives each User a billing account and a phone number.

There is a range of user licence options designed around varying roles within an organisation.

Table 2 – Monthly Recurring Charge Per User Licence. Prices are based on volumes in the Buyer's initial order.

Service Order Reference Number	Core Licences	Call-Off Contract Period	1 to 499 Per User Licence	500 to 999 Per User Licence	1,000+ Per User Licence
N-IPVC-351	Webex Collaborate - Softphone	12 months	£6.45	£5.95	£5.45
N-IPVC-352	Webex Collaborate - Basic	12 months	£6.45	£5.95	£5.45
N-IPVC-353	Webex Collaborate - Standard	12 months	£8.45	£7.95	£7.45

Service Order Reference Number	Core Licences	Call-Off Contract Period	1 to 499 Per User Licence	500 to 999 Per User Licence	1,000+ Per User Licence
N-IPVC-354	Webex Collaborate - Premium	12 months	£12.95	£12.45	£11.95
N-IPVC-351	Webex Collaborate - Softphone	36 months	£4.95	£4.45	£3.95
N-IPVC-352	Webex Collaborate - Basic	36 months	£4.95	£4.45	£3.95
N-IPVC-353	Webex Collaborate - Standard	36 months	£6.95	£6.45	£5.95
N-IPVC-354	Webex Collaborate - Premium	36 months	£11.45	£10.95	£10.45

Optional Services

Additional Licences can be added to a core licence

Table 3 – Monthly Recurring Charge Per User Licence. Prices are based on volumes in the Buyer's initial order.

Service Order Reference Number	Additional Licences	Call-Off Contract Period	1 to 499 Per User Licence	500 to 999 Per User Licence	1,000+ Per User Licence
N-IPVC-105	Hot Desk Phone License	12 months	£6.45	£5.95	£5.45
N-IPVC-120	Receptionist Office Edition Licence	12 months	£60.00	£55.00	£45.00
N-IPVC-897	Go-Integrator-DB	12 months	£4.95	£4.60	£4.35
N-IPVC-898	Go-Integrator-Lite	12 months	£3.50	£3.10	£2.85
N-IPVC-932	Auto Attendant Plus (IVR) License	12 months	£7.50	£7.15	£6.75
N-IPVC-135	Call Centre Standard (User Overlay)	12 months	£15.00	£14.25	£13.50
N-IPVC-137	Call Centre Supervisor (User Overlay)	12 months	£40.00	£38.00	£35.00
N-IPVC-218	Call Centre Premium (User Overlay)	12 months	£20.00	£18.75	£18.00
N-IPVC-105	Hot Desk Phone License	36 months	£4.95	£4.45	£3.95
N-IPVC-120	Receptionist Office Edition Licence	36 months	£40.00	£35.00	£30.00
N-IPVC-897	Go-Integrator-DB	36 months	£4.25	£3.95	£3.45
N-IPVC-898	Go-Integrator-Lite	36 months	£2.75	£2.45	£1.95
N-IPVC-932	Auto Attendant Plus (IVR) License	36 months	£5.90	£5.45	£4.90
N-IPVC-135	Call Centre Standard (User Overlay)	36 months	£13.00	£12.00	£11.00
N-IPVC-137	Call Centre Supervisor (User Overlay)	36 months	£32.50	£27.50	£22.50
N-IPVC-218	Call Centre Premium (User Overlay)	36 months	£17.50	£16.50	£15.50

Handset Rental

Table 4 – Monthly Recurring Charge per handset. Prices are based on volumes in the Buyer's initial order. Items marked PoE require power over ethernet port to connect.

Service Order Reference Number	Handsets	Call-Off Contract Period	1 to 499 Per Handset	500 to 999 Per Handset	1,000+ Per Handset
N-IPVC-1011	Poly CCX 400 Business Media Phone Open SIP PoE	12 months	£16.72	£15.61	£14.63
N-IPVC-1012	Poly CCX 500 Business Media Phone Open SIP PoE	12 months	£23.75	£22.16	£20.78
N-IPVC-1013	Poly CCX 600 Business Media Phone Open SIP PoE	12 months	£30.77	£28.72	£26.93
N-IPVC-1014	Poly CCX 700 Business Media Phone Open SIP PoE	12 months	£37.80	£35.28	£33.07
N-IPVC-1032	Yealink T33G Handset Rental	12 months	£4.89	£4.56	£4.28
N-IPVC-1001	Yealink W79P Ruggedized DECT IP phone system	12 months	£12.55	£11.72	£10.98
N-IPVC-1002	Yealink W73P DECT Handset and Base Station	12 months	£7.97	£7.44	£6.97
N-IPVC-1003	Yealink Ruggedized DECT Handset W59R	12 months	£8.83	£8.24	£7.72
N-IPVC-1004	Yealink Standard Yealink W73H DECT Handset	12 months	£4.82	£4.50	£4.22
N-IPVC-1011	Poly CCX 400 Business Media Phone Open SIP PoE	36 months	£5.57	£5.20	£4.88
N-IPVC-1012	Poly CCX 500 Business Media Phone Open SIP PoE	36 months	£7.91	£7.39	£6.93
N-IPVC-1013	Poly CCX 600 Business Media Phone Open SIP PoE	36 months	£10.26	£9.57	£8.98
N-IPVC-1014	Poly CCX 700 Business Media Phone Open SIP PoE	36 months	£12.60	£11.76	£11.03
N-IPVC-1032	Yealink T33G Handset Rental	36 months	£1.63	£1.52	£1.43
N-IPVC-1001	Yealink W79P Ruggedized DECT IP phone system	36 months	£4.19	£3.91	£3.66
N-IPVC-1002	Yealink W73P DECT Handset and Base Station	36 months	£2.66	£2.48	£2.33
N-IPVC-1003	Yealink Ruggedized DECT Handset W59R	36 months	£2.94	£2.75	£2.58
N-IPVC-1004	Yealink Standard Yealink W73H DECT Handset	36 months	£1.60	£1.49	£1.40

Handset Purchase

Table 5 – Purchase price per handset. Prices are based on volumes in the Buyer's initial order. Items marked PoE require power over ethernet port to connect.

Service Order Reference Number	Handsets	1 to 499 Per Handset	500 to 999 Per Handset	1,000+ Per Handset
N-IPVC-1015(S)	Poly CCX 400 PoE Purchase	£200.64	£187.27	£175.56
N-IPVC-1016(S)	Poly CCX 500 PoE Purchase	£284.94	£265.95	£249.33
N-IPVC-1017(S)	Poly CCX 600 PoE Purchase	£369.26	£344.64	£323.10

Service Order Reference Number	Handsets	1 to 499 Per Handset	500 to 999 Per Handset	1,000+ Per Handset
N-IPVC-1018(S)	Poly CCX 700 PoE Purchase	£453.56	£423.32	£396.86
N-IPVC-1031(S)	Yealink T33G Handset Purchase	£58.66	£54.75	£51.33
N-IPVC-1006(S)	Yealink W79P Ruggedized DECT IP phone system Purchase	£150.64	£140.60	£131.81
N-IPVC-1007(S)	Yealink W73P DECT Handset and Base Station Purchase	£95.60	£89.23	£83.65
N-IPVC-1008(S)	Yealink Ruggedized DECT Handset W59R Purchase	£105.93	£98.87	£92.69
N-IPVC-1009(S)	Yealink Standard Yealink W73H DECT Handset Purchase	£57.81	£53.96	£50.59

Headset Rental

Table 6 – Monthly Recurring Charge per headset. Prices are based on volumes in the Buyer's initial order.

Service Order Reference Number	Headsets	Call-Off Contract Period	1 to 499 Per Headset	500 to 999 Per Headset	1,000+ Per Headset
COMMS-UTY-HEAD-JABE2-40M	Jabra Evolve2 40 UC Mono	12 months	£6.79	£6.34	£5.94
COMMS-UTY-HEAD-JABE2-40S	Jabra Evolve2 40 UC Stereo	12 months	£7.40	£6.90	£6.47
COMMS-UTY-HEAD-JABE2-50M	Jabra Evolve2 50 UC Mono	12 months	£13.13	£12.25	£11.48
COMMS-UTY-HEAD-JABE2-65FLXS	Jabra Evolve2 65 Flex UC Stereo	12 months	£15.93	£14.87	£13.94
COMMS-UTY-HEAD-JABE2-40M	Jabra Evolve2 40 UC Mono	36 months	£2.27	£2.12	£1.99
COMMS-UTY-HEAD-JABE2-40S	Jabra Evolve2 40 UC Stereo	36 months	£2.47	£2.31	£2.16
COMMS-UTY-HEAD-JABE2-50M	Jabra Evolve2 50 UC Mono	36 months	£4.37	£4.08	£3.83
COMMS-UTY-HEAD-JABE2-65FLXS	Jabra Evolve2 65 Flex-Link380a UC Stereo	36 months	£5.31	£4.96	£4.65

Headset Purchase

Table 7 – Purchase price per headset. Prices are based on volumes in the Buyer's initial order.

Service Order Reference Number	Headsets	1 to 499 Per Headset	500 to 999 Per Headset	1,000+ Per Headset
COMMS-UTY-HEAD-JABE2-40M(S)	Jabra Evolve2 40 UC Mono Purchase	£81.53	£76.09	£71.34
COMMS-UTY-HEAD-JABE2-40S(S)	Jabra Evolve2 40 UC Stereo Purchase	£88.74	£82.83	£77.65
COMMS-UTY-HEAD-JABE2-50M(S)	Jabra Evolve2 50 UC Purchase	£157.50	£147.00	£137.81
COMMS-UTY-HEAD-JABE2-65FLXS(S)	Jabra Evolve2 65 Flex UC Stereo Purchase	£191.19	£178.44	£167.29

Calls Tariff: Business Premium Direct 2025

Table 8 - Calls will be charged as follows:

Redcentric calls tariff: business premium direct 2025



UK fixed	Anytime
Description	ppm
UK Local	0.60
UK National	0.60
Freephone	0
03 UK Wide Number Calls	0.60

UK mobile	Anytime
Description	ppm
O2	4.27
EE	4.27
Vodafone	4.27
Three	4.27
Sky	5.99

UK non-geographic service charge	Anytime	Access charge
Description	ppm	ppm
Non-Geographic (SC002)	0.830	5.26
Non-Geographic (SC003)	1.670	5.26
Non-Geographic (SC004)	2.500	5.26
Non-Geographic (SC005)	3.300	5.26
Non-Geographic (SC006)	4.170	5.26
Non-Geographic (SC007)	5.000	5.26
Non-Geographic (SC008)	5.830	5.26
Non-Geographic (SC009)	6.670	5.26
Non-Geographic (SC010)	7.500	5.26

The cost of calling non-geographic numbers is made up of two parts – an **access charge** – the part of the call charge that goes to the communications provider (Redcentric), charged as pence per minute, and a **service charge** – the rest of the call charge, chosen by the service provider from a range of service charge price points. Calls are charged by the second to four decimal places, rounding up to the nearest minute at the end of the month. Redcentric does not apply minimum call charges or call set-up fees (calls to some non-geographic numbers may incur a minimum call charge as set by the service provider).

Daytime	(Mon-Fri 8am-6pm)
Evening	(Mon-Fri after 6pm-8am)
Weekend	(All day Sat & Sun)
Full rate card is available upon request. Rates correct at time of creation (01.04.25)	

Effective from the 1st April 2025

Professional Services

Table 9 – Professional Services charges for additional design, configuration, and installation are detailed below.

Professional Services	Unit	One-Off Charge
Project Manager	Per Day	£625.00
Senior Project Manager	Per Day	£750.00
Solutions Architect	Per Day	£700.00
Senior Solutions Architect	Per Day	£950.00
Engineering Time Remote	Per Day	£390.00
Engineering Time Onsite	Per Day	£475.00
Engineering Time - Out of Hours	Per Hour	£95.00
Engineering Time - Weekend	Per Hour	£180.00

Standard Deliverables

- Service Setup
- Service Configuration
- 24 / 7 Support

Exit Costs

Upon expiring of the Contract if the customer chooses not to renew with Redcentric, there will be a one-off Charge of £10.00 for the porting of each service line.

Ending the contract without reason

If the Customer terminates the Call-Off Contract, all or part of it, before the Call-Off Contract end date, as set out in paragraph 13.2.2 of the General Terms, the Customer must give the Supplier no less than 90 days' notice.

The Buyer must promptly pay all outstanding Charges incurred to the Supplier and must pay the Supplier reasonable committed and unavoidable losses as set out in clause 13.5.3 of the General Terms. The Supplier's committed costs over the Contract Period are:

- in Year 1, 100% of any monthly recurring Charges payable by the Buyer; and
- in the remainder of the Contract Period, 30% of any monthly recurring Charges payable by the Buyer.

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