



Microsoft Teams Calling

Price Card

G Cloud 15

Lot 2b – Software as a Service (SaaS)

January 2026

redcentric

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Microsoft Teams Calling from Redcentric

Microsoft Teams Calling from Redcentric provides access to cost effective calling capability that enables users to make and receive calls on any Microsoft Teams enabled client or device.

Microsoft Teams Calling is compatible with Redcentric Omnichannel Contact Centre for Microsoft Teams, Calling Recording, CX analytics and Microsoft Mobile Extend, these services are also available from G Cloud.

Pricing

All prices exclude 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%

Microsoft Teams Calling

Table 2 – Service set up charges.

Service Order Reference Number	Service Description	Call-Off Contract Period	One-Off Charge
N-MSTv2-001(S)	Microsoft Teams Calling Service Establishment	12 months	£250.00
N-MSTv2-001(S)	Microsoft Teams Calling Service Establishment	36 months	£0.00

User Licences

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

Service Order Reference Number	Service Description	Call-Off Contract Period	1 to 499 Per User Licence	500 to 999 Per User Licence	1,000+ Per User Licence
N-MSTv2-002	Primary Service User	12 months	£6.45	£5.95	£5.45
N-MSTv2-002	Primary Service User	36 months	£4.95	£4.45	£3.95

Optional Services

Handsets Rentals

Table 4 – Monthly Recurring Charge Per Handset. Prices are based on volumes in the Buyer's initial order.

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-1030	Yealink MP52 E2 MS Teams Handset Rental	12 months	£13.57	£12.67	£11.88
N-IPVC-1029	Yealink - MP56 E2 - Teams Handset Rental	12 months	£17.12	£15.97	£14.98
N-IPVC-1011	Poly CCX 400 Business Media Phone Open SIP PoE	36 months	£5.57	£5.20	£4.48
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-1030	Yealink MP52 E2 MS Teams Handset Rental	36 months	£4.53	£4.23	£3.96
N-IPVC-1029	Yealink - MP56 E2 - Teams Handset Rental	36 months	£5.70	£5.32	£4.99

Handsets Purchase

Table 5 – Purchase price Per Handset. Prices are based on volumes in the Buyer's initial order.

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 Purchase	£200.64	£187.27	£175.56
N-IPVC-1016(S)	Poly CCX 500 Purchase	£284.94	£265.95	£249.33
N-IPVC-1017(S)	Poly CCX 600 Purchase	£369.26	£344.64	£323.10
N-IPVC-1018(S)	Poly CCX 700 Purchase	£453.56	£423.32	£396.86
N-IPVC-1030(S)	Yealink MP52 E2 MS Teams Handset Purchase	£162.86	£152.00	£142.50
N-IPVC-1029(S)	Yealink - MP56 E2 MS Teams Handset Purchase	£205.39	£191.69	£179.71

Headset Rentals

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

Service Order Reference Number	Handsets	Call-Off Contract Period	1 to 499 Per Headset	500 to 999 Per Headset	1,000+ Per Headset
N-IPVC-572	Jabra Evolve2 30 SE-USB-A, MS Mono	12 months	£4.93	£4.60	£4.31
N-IPVC-574	Jabra Evolve2 40 SE-USB-A, MS Mono	12 months	£6.79	£6.34	£5.94
N-IPVC-575	Jabra Evolve2 40 SE-USB-A, MS Stereo	12 months	£7.40	£6.90	£6.47
COMMS-MST-HEAD-JABE2-50M	Jabra Evolve2 50 MS Mono	12 months	£13.13	£12.25	£11.48
N-IPVC-580	Jabra Evolve2 65-Link380a MS Stereo Black	12 months	£12.38	£11.56	£10.84
N-IPVC-581	Jabra Evolve2 65 Flex-Link380a MS Stereo	12 months	£15.93	£14.87	£13.94
N-IPVC-572	Jabra Evolve2 30 SE-USB-A, MS Mono	36 months	£1.64	£1.53	£1.44
N-IPVC-574	Jabra Evolve2 40 SE-USB-A, MS Mono	36 months	£2.27	£2.12	£1.99
N-IPVC-575	Jabra Evolve2 40 SE-USB-A, MS Stereo	36 months	£2.47	£2.31	£2.16
COMMS-MST-HEAD-JABE2-50M	Jabra Evolve2 50 MS Mono	36 months	£4.37	£4.08	£3.83
N-IPVC-580	Jabra Evolve2 65-Link380a MS Stereo Black	36 months	£4.13	£3.85	£3.61
N-IPVC-581	Jabra Evolve2 65 Flex-Link380a MS 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
N-IPVC-572(S)	Jabra Evolve2 30 SE-USB-A, MS Mono	£59.16	£55.21	£51.76
N-IPVC-574(S)	Jabra Evolve2 40 SE-USB-A, MS Mono	£81.53	£76.09	£71.34
N-IPVC-575(S)	Jabra Evolve2 40 SE-USB-A, MS Stereo	£88.74	£82.83	£77.65
COMMS-MST-HEAD-JABE2-50M(S)	Jabra Evolve2 50 MS Mono	£157.50	£147.00	£137.81
N-IPVC-580(S)	Jabra Evolve2 65-Link380a MS Stereo Black	£148.61	£138.71	£130.04
N-IPVC-581(S)	Jabra Evolve2 65 Flex-Link380a MS Stereo	£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

Professional Services	Unit	One-Off Charge
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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