



Unity Call Recording & Insights

Price Card

G Cloud 15

Lot 2b – Software as a Service (SaaS)

January 2026

redcentric

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Unity Call Recording & Insights

This Call Recording service is a hosted call recording service for use with Redcentric Unity IP voice and Microsoft Teams Calling services. The service enables the recording, capture and analysis of conversations, unlocking insight and value.

Calling Recording is compatible with Redcentric Unity IP Voice, Unity Extend and Microsoft Teams Calling services 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%

Call Recording

Service Set Up

Table 2 – Call Recording service set up.

Service Order Reference Number	Service Description	Call-Off Contract Period	One-Off Charge
N-IPVC-951(S)	Call Recording Service Establishment	12 months	£250.00
N-IPVC-951(S)	Call Recording 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-IPVC-952	Call Recording Always On User Licence	12 months	£7.00	£6.65	£6.30

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-IPVC-1026	Recording + Trends	12 months	£14.95	£13.45	£12.45
N-IPVC-1027	Recording + Unified Capture + Insights	12 months	£19.95	£18.45	£17.45
N-IPVC-1028	Recording + Insights	12 months	£37.45	£35.95	£34.95
N-IPVC-952	Call Recording Always On User Licence	36 months	£5.75	£4.90	£3.90
N-IPVC-1026	Recording + Trends	36 months	£9.90	£8.50	£7.50
N-IPVC-1027	Recording + Unified Capture + Insights	36 months	£14.90	£13.50	£12.50
N-IPVC-1028	Recording + Insights	36 months	£32.40	£31.00	£30.00

Professional Services

Table 4 – 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

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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