

Talk Tech Hosted PBX Pricing

SMART USER		PREMIUM MOBILITY		ADVANCED ROUTING	
Base Seat BroadSoft Hosted PBX Seat. All users have this package assigned		Bolt-On to Smart User Typically deployed to <u>30%</u> of users		Bolt-On to Smart User Typically deployed to less than 5% of users	
Rental	£6.68	Rental	£2.38	Rental	£2.22
Incl features: <ul style="list-style-type: none"> • Extension Dialling • 3-Way Conference • Call Forward Busy • Call Forward No Answer • Call Forward Always • Corporate Directory • Meet me Conference Bridge • Call Forward Unreachable – Disaster Recovery • Toll Fraud Locking 		Adds additional features: <ul style="list-style-type: none"> • Do Not Disturb • Anonymous Call Rejection • Hoteling Guest • Flexible Seating Guest • BroadWorks Anywhere • Sequential Ring [Find me, Follow Me] • Remote Office • Simultaneous Ring [Mobile Twinning] • Shared Call Appearance [Multi Phone] 		Adds additional features: <ul style="list-style-type: none"> • Do Not Disturb • Anonymous Call Rejection • Alternate Numbers • Call Forward Selective • Priority Alert • Selective Call Acceptance • Selective Call Rejection 	

Custom Bundles	Smart User is a BroadSoft Hosted PBX user licence. Add any Bolt-On Packs Premium Mobility or Advanced Routing, or Add-On services to create unique bundles.
Uboss Features	Services highlighted in red are non-BroadSoft services and are only available on Talk Tech.

HOSTED PBX ADD-

USER SERVICE ADD-ONS		USER APP ADD-ONS	
DDI Number	£0.48	Unity Lite	£0.74
VoiceMail	£1.16	Unity Pro	£3.42
Call Recording	£1.86	Unity Mobile	£2.30
8-Way Conference	£1.90	Unity Reception	£36.86
Call Barge-In	£1.90	UC-One SIP Client Voice and Video	£3.40
200 Minute Bundle *	£1.78	UC-One SIP Client Voice Only	£2.18
2000 Minute Bundle +	£2.68	UC-One IM&P [add to UC-One SIP Client]	£5.64

* Available for any mix of 01,02,07 [O2, EE, Vodafone, Three] and VIP Conference Bridge

+ Includes up to 1,200 mins 01,02, 50 mins 03, 550 mins 07 [O2, EE, Vodafone, Three] and 200 mins VIP Conference Bridge

Eternity licences available on most services

Rebate available on Unity Lite, VoiceMail, Call Recording User

BUSINESS ADD-ONS – CHARGEABLE

Auto Attendant [Single Level]	£7.04	incl Uboss AA Reporting
Auto Attendant [Multi Level]	£12.52	incl Uboss AA Reporting
Disaster Recovery	£2.28	
Meet Me Conference Bridge	£0.00	Minute charge per dialled in delegate applies
Call Centre Queue	£2.36	
Call Centre SMS Sender [per queue]	£9.48	
Call Centre Unity Dashboard App	£48.34	

BUSINESS ADD-ONS – FREE OF CHARGE

Business Toll Fraud Locking	£0.00	
Packet Analyzer with *57 Trace	£0.00	
Uboss Reports	£0.00	
Hunt Groups	£0.00	330 instances per 1,000 Smart Users
Paging Groups	£0.00	330 instances per 1,000 Smart Users
Pick-Up Groups	£0.00	330 instances per 1,000 Smart Users
Call Park	£0.00	330 instances per 1,000 Smart Users
Music on Hold	£0.00	90 instances per 1000 Smart User
Call Capacity Management	£0.00	330 instances per 1,000 Smart Users

Talk Tech Hosted Call Centre Pricing

CC AGENT STANDARD		CC AGENT PREMIUM		CC SUPERVISOR	
Stand-alone Agent Seat Required to make CC queues		Stand-alone Agent Seat Required to make CC queues		Bolt-On to Smart User or CC Agent Standard or Premium	
Rental	£27.14	Rental	£48.08	Rental	£33.74
Incl Features: <ul style="list-style-type: none"> • Smart User [Base Seat] • Call Recording • Unity Agent App with Personal Wallboard • Queueing in the Cloud • Customisable Greetings • Distributed Call Centre • Uniform, Circular, Simultaneous, Weighted Distribution • Queue Name Display • Entrance and Comfort Messages • Estimated Time to Answer Message • Position in Queue Message • Escape out of Queue Option • Agent Join/Leave Queue • Agent ACD: Available, Unavailable, Wrap-Up • Supervisor Escalation • Unavailable Codes • Disposition Codes • Auto Answer 		CC Agent Standard features but also Incl <ul style="list-style-type: none"> • Inbound and Outbound DNIS • Skills Based Routing • Holiday Service Routing • Force Agent Unavailable on Bounce • Priority Queueing • DNIS Based Greetings • Preserve Wait Time on Forwarding 		Incl Features: <ul style="list-style-type: none"> • Access Uboss real-time and historical Queue and Agent Reports • Set Thresholds • Remotely Change Agent ACD State • Barge into Agent Call • Silent Monitor • Abandoned Call CLI Capture and Call-back Assignment • Prioritise and Reorder Calls in Queue • Instant Message all Agents 	
Max Calls in Queue 50		Max Calls in Queue 525			