



Partner Price Book

Unified Communications and Contact Centre

Table of Contents

[Introduction 2](#_Toc140227532)

[UCaaS 2](#_Toc140227533)

[Description 2](#_Toc140227534)

[Price List 2](#_Toc140227535)

[PACE 3](#_Toc140227536)

[Description 3](#_Toc140227537)

[Price List 3](#_Toc140227538)

[Hosted Contact Centre 4](#_Toc140227539)

[Description 4](#_Toc140227540)

[Price List 4](#_Toc140227541)

[SIP Trunking 4](#_Toc140227542)

[Description 4](#_Toc140227543)

[Price List 4](#_Toc140227544)

[Professional Services 5](#_Toc140227545)

[Description 5](#_Toc140227546)

[Price List 5](#_Toc140227547)

## Introduction

This document lays out the partner reseller pricing for the various service components available from EXPO.e. The price book covers the following areas:

* Teams Calling as a Service (TCaaS), provisioned via the EXPO.e PACE self-service portal.
* Unified Communications as a Service (UCaaS), delivered via the EXPO.e Cisco BroadWorks platform, provisioned via the partner, self-service portal.
* Hosted Contact Centre, a cost-effective full OMNI channel Centre as a Service (CCaaS) platform to enhance the UCaaS offering.

## UCaaS

### Description

The UCaaS Service provides users with private unified communications and collaboration functionality from centralised, resilient application servers. The UCaaS Service is fully integrated with Cisco Webex for a rich, high quality collaboration experience. The UCaaS Service is customisable based upon user profile as shown in the price list below.

### Price List

|  |  |  |
| --- | --- | --- |
| **SKU** | **License Type** | **Price PUPM** |
| #001 | Common Area Partner | £2.50 |
| #002 | Common Area Partner Bundle | £4.50 |
| #003 | Collaborate Partner | £4.00 |
| #004 | Collaborate Partner Bundle | £6.00 |
| #005 | Auto-attendant | £2.25 |
| #006 | Call Recording | £3.75 |
| #007 | Go-integrator Solo | £1.00 |
| #008 | Go-integrator Unite | £3.75 |
| #009 | Akixi Insights User \* | £5.50 |
| #010 | Akixi Extension | £1.75 |
| #011 | Akixi Agent | £9.50 |

\* Not currently available for self-service

## PACE

### Description

The PACE platform provides users with a self-service portal for the onboarding and user management of Microsoft Teams PSTN Direct Routing, and enhancements to the existing high quality collaboration experience and functionality from within the Microsoft Teams client. The PACE service delivers full PSTN resilience from geographic diverse infrastructure.

### Price List

|  |  |  |
| --- | --- | --- |
| **SKU** | **License Type** | **Price PUPM** |
| #012 | TCaaS User Seat | £1.75 |
| #013 | TCaaS User Seat Bundle | £3.75 |
| #014 | Core Recording \* | £8.00 |
| #015 | Analytics Base \* | £0.80 |
| #016 | Analytics Range Master \* | £0.25 |
| #017 | New DDI \* | £1.00 NR |
| #018 | Multi-line Number Port \* | £130.00 NR |

\* Not currently available for self-service

## Hosted Contact Centre

### Description

The Hosted Contact Centre service provides a simple, cost effective, full OMNI channel solution that is seamlessly integrated into the UCaaS service. Hosted Contact Centre provides full support for voice, chat, email, and twitter.

### Price List

|  |  |  |
| --- | --- | --- |
| **SKU** | **License Type** | **Price PUPM** |
| #019 | Voice Only Agent \* | £19.50 |
| #020 | Voice Only Supervisor \* | £22.00 |
| #021 | Multimedia Agent \* | £37.50 |
| #022 | Multimedia Supervisor \* | £42.00 |
| #023 | Graphical Wall Board \* | £45.00 |

\* Not currently available for self-service

## SIP Trunking

### Description

The SIP Trunking Service is a true PSTN replacement, utilising the EXPO.e network to processes inbound and outbound call traffic between the customer’s IP PBX/SBC/TDM gateway and the traditional telephone network.

The service is delivered from the EXPO.e carrier grade, geographically redundant UCaaS platform and active / passive and load balanced options are available.

### Price List

|  |  |  |
| --- | --- | --- |
| **SKU** | **License Type** | **Price PUPM** |
| #024 | Channel \* | £1.75 |
| #025 | Resilient Channel (A/P) \* | £2.00 |
| #026 | Resilient Channel (L/B) \* | £2.25 |
| #027 | Calling Bundle \* | £2.00 |
| #028 | Number Porting \* | £130.00 |

\* Not currently available for self-service

## Professional Services

### Description

Professional Services are provided by in-house experts, delivering consultation, project management, implementation, and adoption.

* Consultation - Consultation services to define customer business outcomes.
* Project Management - Project management to support overall project milestones and delivery.
* Implementation – Architect, design, engineering, build or quality assurance and testing.
* Adoption - Admin training, agent training and go-live, live floor walk support.

### Price List

|  |  |  |
| --- | --- | --- |
| **SKU** | **Service** | **Price PUPM** |
| #029 | Consultation\* | £800.00 |
| #030 | Project Management\* | £575.00 |
| #031 | Implementation\* | £700.00 |
| #032 | Adoption\* | £650.00 |

\* Not currently available for self-service