



## 8x8 Contact Centre In Partnership with KCOM

### Solution Overview

8x8 Contact Centre in Partnership with KCOM is a complete, reliable, secure cloud solution that dramatically boosts engagement, collaboration and operational effectiveness for optimal customer success.

Omni-Channel Contact Centre that works in a single platform with 8x8 Work in Partnership with KCOM you can ensure that all your employees and customers are handled effectively without having to hand off between systems.

8x8 Contact Centre in Partnership with KCOM also enable you to manage and scale the platform from a single administration interface that also simplifies user provisioning and management.

### User License Pricing

	12 Months	24 Months	36 Months	60 Months	84 months	
	Monthly Price					
X6	£110.00	£90.00	£85.00	£83.00	£80.00	Voice based contact centre licence with advanced reporting
X7	£130.00	£110.00	£105.00	£103.00	£100.00	Omni-channel contact centre licence with advanced reporting
X8	£160.00	£140.00	£135.00	£133.00	£130.00	Advanced contact centre with comprehensive reporting, CX and interaction analytics, quality management



## Contact Centre Addons Pricing

Item Description	Monthly Price (per user)	
4000 Minute UK Bundle	£30.00	4000 minutes per calendar month to UK Landline and UK Mobile numbers. Available minutes are pooled between all users within the contact centre. All users within the contact centre must take the same minutes bundle
2000 Minute UK Bundle	£15.00	2000 minutes per calendar month to UK Landline and UK Mobile numbers. Available minutes are pooled between all users within the contact centre. All users within the contact centre must take the same minutes bundle
Additional Local Number	£4.00	A phone number for calling into system, an extension, auto attendant, ring group, etc.
<b>Call Recording</b>		
Call Recording (Cold Storage) up to 1 year	£1.95	
Call Recording (Cold Storage) up to 2 years	£2.45	
Call Recording (Cold Storage) up to 3 years	£2.95	
Call Recording (Cold Storage) up to 4 years	£3.45	
Call Recording (Cold Storage) up to 5 years	£3.90	
Call Recording (Cold Storage) up to 6 years	£4.30	
Call Recording (Cold Storage) up to 7 years	£4.60	
Call Recording (Cold Storage) up to 8 years	£4.90	
Call Recording (Cold Storage) up to 9 years	£5.15	
Call Recording (Cold Storage) up to 10 years	£5.30	
Call Recording (Hot Storage) 130 days	£1.20	Adds 130 days of hot storage for X1-X2 call recording, bringing the total amount of hot storage days to 130
<b>Screen Recording</b>		
Screen Recording (Cold Storage) up to 1 year	£9.50	
Screen Recording (Cold Storage) up to 2 years	£17.50	
Screen Recording (Cold Storage) up to 3 years	£21.50	
Screen Recording (Cold Storage) up to 4 years	£25.50	



Screen Recording (Cold Storage) up to 5 years	£29.50	
Screen Recording (Cold Storage) up to 6 years	£33.50	
Screen Recording (Cold Storage) up to 7 years	£37.50	
Screen Recording (Cold Storage) up to 8 years	£41.50	
Screen Recording (Cold Storage) up to 9 years	£45.50	
Screen Recording (Cold Storage) up to 10 years	£49.50	
Screen Recording (Hot Storage) 30 days	£6.50	
Screen Recording (Hot Storage) 130 days	£18.50	

## Handsets/Headsets/Peripherals

Models	One Off Supply Only
YEALINK BH70 Dual Bluetooth Headset USB-C/A	£83.00
YEALINK BH70 Mono Bluetooth Headset USB-C/A	£70.00
Yealink WH64 Dual UC DECT Headset	£104.00
Yealink WH64 Mono UC DECT Headset	£89.00
Delivery Charge	£POA

## Installation/Professional Services

With Zero Touch Provisioning devices, self-installation is a quick and easy option. Options are available for an on-site engineer to complete this and any cabling that may be required.

Item Description		One-Off Charge
		Ex VAT
Installation	Devices	Subject to quote
	Structured Cabling	Subject to quote
Professional Services	Implementation/Training/Installation	Subject to quote

## Moves and Changes

Item Description		One-Off Charge
		Ex VAT
In-life service change	Simple Change (<10 changes)	£15.00
	Simple Change (>10 changes)	£10.00
	Complex Change	Subject to quote

## Early Termination Charges

Item Description	
Early cancellation of contract	90% of monthly charges on remaining contract

## Number Management

Item Description	One-Off Charge Ex VAT	Annual Rental Ex VAT
New Number Allocation	£1.00	N/A
Single Line Number Port <sup>1</sup>	£5.00	N/A
Multi Line Number Port <sup>1,2</sup>	£50.00	N/A

- All porting requests must have a completed Letter of Authority (LOA) printed on the customer's Letterhead paper and signed by the customer.
- Multiline is defined, as any service with more than one line, i.e. Auxiliary working lines, ISDN 2e MSN or DDI numbers, and ISDN30e DDI numbers



## Call Charges

Calls made outside of any inclusive minute's bundles you may have purchased will be charged as per our standard rates.

Tariff CBCC2026	Anytime	
	Call Set-Up	Call Charge
	Pence per Call	Pence per Minute
	Ex VAT	Ex VAT
Local	See Notes <sup>1</sup>	See Notes <sup>1</sup>
National	See Notes <sup>1</sup>	See Notes <sup>1</sup>
Mobile	See Notes <sup>1</sup>	See Notes <sup>1</sup>
Other UK Special Numbers	See Notes <sup>1</sup>	
International	See Notes <sup>2</sup>	
International Mobile	See Notes <sup>2</sup>	

1. Service Number Rates as per existing Basic Tariff Rates

2. International and International Mobile Rates as per existing Basic Tariff Rates -

These calls are;

- Subject to a set up charge per call.
- Timed to the next whole minute.
- Total call charges are to the next whole penny (Ex. VAT)

We may increase charges at any time. If we do you will be able to cancel your agreement during the 30 day period after we announce the change and you won't have to pay any early termination fees.