KCOM

Complete Comms

Solution Overview

Complete Comms is a unified communications service for business, it provides an extensive range of fixed and mobile Voice Over Internet Protocol (VOIP) telephony capabilities, via easy-to-use web based and application interfaces. Complete Comms allows you, the administrator, to easily manage your business telephony eco-system whilst, enabling your employees & colleagues to maximise productivity.

The service offers a range of clever features with an emphasis on control and administration through the web portal and app, that removes further burden away from your IT team. For administrators, you can quickly configure the system according to your organisation's evolving requirements, whilst your employees can manage calls easily and effectively through additional services such as desktop and mobile applications.

With the ability to purchase on a licence-based model, Complete Comms is suitable for any business looking to improve their productivity, image or take a step into the many benefits of Digital/Cloud.

Collaboration License Pricing

	12 Months	24 Months	36 Months	48 Months	
	Monthly Price				
Business user	£17.99	£14.99	£11.99	£9.99	Unlimited minutes to UK landlines and UK mobiles
Auto Attendants					
Easy Attendant	£9.99	£8.99	£7.99	£6.99	Unlimited minutes to UK landlines and UK mobiles. Provides caller options and different time scheduling
Premium Attendant	£19.99	£18.99	£17.99	£16.99	
Multi Line Hunt Group (MLHG)					
Multi Line Hunt Group	£0.00	£0.00	£0.00	£0.00	Unlimited minutes to UK landlines and UK mobiles Required for Multi Line Hunt Group use.

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Call Centre Lite Pricing

	12 Months	24 months	36 months	48 Months	
	Monthly Price				
iACD User	£19.99	£16.99	£13.99	£11.99	Unlimited minutes to UK landlines and UK mobiles
iACD Premium User	£21.99	£18.99	£15.99	£13.99	Unlimited minutes to UK landlines and UK mobiles

Handsets

Models	One Off Supply Only	12 Months	24 months	36 months	48 Months
		Monthly Price			
Yealink W59R	£140.00	£10.00	£9.00	£8.00	£7.00
Yealink T31G	£55.00	£5.50	£4.50	£3.50	£2.50
Yealink W73P	£100.00	£9.00	£8.00	£7.00	£6.00
Yealink W73H	£65.00	£5.00	£4.00	£3.00	£2.00
Yealink RT30 DECT Repeater	£140	£12.00	£11.00	£10.00	£9.00
Yealink 6W PSU for T31G & T43U	£8.99	N/A	N/A	N/A	N/A
Yealink 10W PSU for T46U	£11.99	N/A	N/A	N/A	N/A
Yealink T4U EHS40 USB Adaptor	£40.84	N/A	N/A	N/A	N/A
Yealink W80B DECT Handset	£247.66	£24.77	£17.69	£14.57	£11.79
Yealink T3 Wall Mount	£11.44	N/A	N/A	N/A	N/A
Yealink T7 Wall Mount	£11.44	N/A	N/A	N/A	N/A
Yealink T8 Wall Mount	£11.44	N/A	N/A	N/A	N/A
Yealink EXP55 Expansion Module	£97.18	£9.72	£6.94	£5.72	£4.63
Yealink T34W Handset	£88.21	£8.82	£6.30	£5.19	£4.20
Yealink T73W Handset	£103.16	£10.32	£7.37	£6.07	£4.91
Yealink T74W Handset	£159.97	£16.00	£11.43	£9.41	£7.62
Yealink T87W Handset	£218.27	£21.83	£15.59	£12.84	£10.39
Yealink W70B DECT Base	£91.33	£9.13	£6.52	£5.37	£4.35

Yealink W80DM DECT Base	£247.66	£24.77	£17.69	£14.57	£11.79
Jabra Engage 65 Duo	£309.17	£30.92	£22.08	£18.19	£14.72
Jabra Evolve2 65 Duo	£204.16	£20.42	£14.58	£12.01	£9.72
Plantronics Savi 720 Duo-Yealink	£328.24	£32.82	£23.45	£19.31	£15.63
Plantronics W8220 Duo-Yealink	£212.44	£21.24	£15.17	£12.50	£10.12
Grandstream HT812 2 Port ATA	£53.30	£5.33	£3.81	£3.14	£2.54
Grandsteam HT818 8 Port ATA	£117.00	£11.70	£8.36	£6.88	£5.57

Installation

Item Description		One-Off Charge Ex VAT
Installation	Devices (<4)	£200.00
	Devices (>4)	£50.00 per device
	Structured Cabling	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
	Change of Handset	Subject to Quote

Lost / Damaged Equipment Charge

Where Customer Premises Equipment is supplied to the customer under a Rental Contract, and is lost or damaged through any means, the customer will be charged at the current Market Rate (% of new equipment cost) on the termination date of the Contract.

Charge on rental equipment for equipment which is not available for collection at end of contract or is damaged to the extent it cannot be refurbished.

Early Termination Charges

Item Description	
Early cancellation of contract	50% of monthly charges on remaining contract
Contract Downgrade	25% 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[1]	£5.00	N/A
Multi Line Number Port[1,2]	£50.00	N/A

1. All porting requests must have a completed Letter of Authority (LOA) printed on the customer's Letterhead paper and signed by the customer.
2. 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

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Call Charges

Tariff CC2023	Anytime	
	Call Set-Up	Call Charge
	Pence per Call	Pence per Minute
	Ex VAT	Ex VAT
Complete Comms UC to Complete Comms UC	0.00	0.00
Local	0.00	0.00
National	0.00	0.00
Mobile	0.00	0.00
Other UK Special Numbers	See Notes 1	
International	See Notes 2	
International Mobile	See Notes	

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.

No longer available for new supply

Models	One Off Supply Only	12 Months	24 months	36 months	48 Months
		Monthly Price			
Yealink T43U	£90.00	£7.00	£6.00	£5.00	£4.00
Yealink T46U	£140.00	£10.00	£9.00	£8.00	£7.00
Expansion Module: EXP43	£80.00	£7.00	£6.00	£5.00	£4.00