



Additional Services available for Mckay - SO

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Internet Options

	Setup	PCM
Business Comms Pkg (Shared 5Mbps)	£99.00	£29.99
Shared internet, 2GB Data Allocation PCM, 5Mbps internet connection, Including Local and National Calls*. Setup price is per Company, PCM Price per user. All users of the company must be signed up to the package. Internet usage over allocation charged at £1.95 per Gig. *National call usage subject to Fair Usage.		
Executive Comms Pkg (Shared 20Mbps)	£99.00	£49.99
Shared internet, 5GB Data Allocation PCM, 20Mbps internet connection, Including Local and National Calls*. Setup price is per Company, PCM Price per user. All users of the company must be signed up to the package. Internet usage over allocation charged at £1.95 per Gig. *National Usage subject to Fair Usage		
Additional 1GB Usage	n/a	£1.95
This is an additional charge for each GB that you use over and above the Fair Usage Policy. If you haven't read the Fair Usage Policy is can be found at http://www.ip-xchange.com/fair-usage-policy/		
Data Port	£15.00	£12.00
This is an additional connection to the network (eg: for a printer or a server).		
Analogue Line	£150.00	£18.00
An analogue line is a basic requirement for internet connections.		
Premium Internet		
Premium: 2Mbps	£99.00	£99.00
2Mbps dedicated internet connection with unlimited users and usage limits on the connection. WiFi access subject to the FUP.		
Premium: 5Mbps	£99.00	£150.00
5Mbps dedicated internet connection with unlimited users and usage limits on the connection. WiFi access subject to the FUP.		
Premium: 10Mbps	£99.00	£300.00
10Mbps dedicated internet connection with unlimited users and usage limits on the connection. WiFi access subject to the FUP.		
Premium: 15Mbps	£99.00	£375.00
15Mbps dedicated internet connection with unlimited users and usage limits on the connection. The service is symmetrical, for example, 15Mb service would provide 15Mb download and 15Mb upload.		

All prices subject to VAT at the current rate. E&OE



Premium: 20Mbps **£99.00** **£450.00**
20Mbps dedicated internet connection with unlimited users and usage limits on the connection. The service is symmetrical, for example, 20Mb service would provide 20Mb download and 20Mb upload.

Premium: Additional Handset **n/a** **£29.99**
Additional Handset for the premium internet packages which include Free Local and National calls*.
*Subject to a fair usage policy

Dedicated Internet - Additional options

Single Static IP address **£30.00** **£6.00**
If you have a dedicated internet connection you might find the need for a public facing internet address. A single static IP address can be useful if you have your own email server or website where you'll need an internet address.

VPN: Single managed connection **£90.00** **£6.00**
A VPN or Virtual Private Network gives you access to your network wherever you are located. This can be useful if you have colleagues that travel a lot or are based away from the office.

URL Filtering **£30.00** **£12.00**
If you have your own dedicated internet connection then URL filtering gives you the option to restrict access to certain websites e.g. Facebook/Hotmail etc

Voice Options

	Setup	PCM
Hunt group A Hunt group is a telephone number with additional features to a normal number. It's usually used as a company main number and gives you a range of additional features.	£30.00	n/a

Outbound CLI Outbound CLI (Caller Line Identification) lets you display a pre-set number (e.g. company main number, 0800 number, withheld number etc) when making an outbound call.	£30.00	n/a
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Fax Line An analogue line for use with a fax, modem, PDQ, or franking machine.	£150.00	£18.00
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Fax 2 Email The Fax2Email service allows you to choose any UK Geographic number (01, 02, 03), Local rate (0844) or National rate (0871). This number then becomes your Fax number. Incoming faxes will be stored, converted to PDF and emailed to you.	£30.00	£9.00
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Announce and Store number This allows you to use UK landline numbers in areas of the UK where you don't have a physical presence. The virtual number plays callers a pre-recorded, customised message with the option to leave a voicemail. You can receive messages via e-mail or by dialling into the system to collect them.	£30.00	£12.00
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Virtual Number	£30.00	£6.00
This service allows you to divert a UK landline number to any geographical location (i.e. a mobile number or your main geographic number). Diverted calls are charged at standard call rates.		
Virtual Number Voicemail	n/a	£3.00
This adds voicemail for your virtual number service.		
080x Freephone number	£30.00	£6.00
A freephone number that can be used in place of your main number. You pay the call charges on behalf of your caller.		
084x Non-geographic number	£30.00	£6.00
There are a number of 084x options available and the percentage paid by you varies according to the option chosen. Give us a call to discuss your requirements.		
087x Non-geographic number	£30.00	£6.00
This is a number that is used in place of your geographic number. Please give us a call at ip-Xchange to discuss as some numbers may incur charges for inbound calls for you.		
Number Porting - Single Line	£14.40	n/a
This is an administration charge for moving your number from the ip-Xchange network to another providers network. This charge is per number.		
Headset - Wired	£150.00	n/a
This is a business grade, single ear piece corded headset. It allows you to speak on the phone whilst keeping your hands free for other tasks.		
Number Porting - ISDN Line	£180.00	n/a
This is the charge for importing a number onto the ip-Xchange network.		
Headset - Bluetooth*	£252.00	n/a
A Bluetooth enabled Wireless Headset giving you a very clear connection. It lets you continue your conversation while away from your desk.		
Optional Bluetooth handset lifter	£60.00	n/a
This is an add on to the Bluetooth headset. It allows you to answer calls whilst away from your desk.		
Conferencing unit	£150.00	£42.00
This is a business grade conference handset. It allows you to have a number of people in a meeting room to hear and speak to another person on the phone.		
Auto Attendant (Per level)	£30.00	£6.00
An automated call answering facility providing your caller with a list of options to choose. It's used to assist in directing calls to the appropriate company department.		

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Call Recording (Per Hour/PCM)*	£30.00	£0.85
A voice recording facility that can be set for incoming/outgoing/huntgroups/individual phones. It's often used for training/quality purposes. Call are stored for 6 months and can be downloaded during this time. Ofcom guidance: http://www.ofcom.org.uk/static/archive/otfel/consumer/advice/faqs/prvfaq3.htm		
Music On Hold	£30.00	£6.00
Customise and use the hold music for your business.		
Group ONEplan		
UK Mobile 500	n/a	£44.55
500 minutes to UK Mobile Networks (EE, O2, T Mobile, Three, Vodafone) per month (24/7/365). The service is across the entire company and is charged per company. See product sheet for further information.		
UK Mobile 750	n/a	£64.97
750 minutes to UK Mobile Networks (EE, O2, T Mobile, Three, Vodafone) per month (24/7/365). The service is across the entire company and is charged per company. See product sheet for further information.		
UK Mobile 1,000	n/a	£84.15
1,000 minutes to UK Mobile Networks (EE, O2, T Mobile, Three, Vodafone) per month (24/7/365). This service is across the entire company and is charged per company.		
UK Mobile 2,500	n/a	£204.19
2,500 minutes to UK Mobile Networks (EE, O2, T Mobile, Three, Vodafone) per month (24/7/365). The service is across the entire company and is charged per company. See product sheet for further information.		
UK Mobile 5,000	n/a	£396.00
5,000 minutes to UK Mobile Networks (EE, O2, T Mobile, Three, Vodafone) per month (24/7/365). The service is across the entire company and is charged per company. See product sheet for further information.		
UK Mobile 10,000	n/a	£767.25
10,000 minutes to UK Mobile Networks (EE, O2, T Mobile, Three, Vodafone) per month (24/7/365). This service is across the entire company and is charged per company.		
UK Mobile 25,000	n/a	£1856.25
25,000 minutes to UK Mobile Networks (EE, O2, T Mobile, Three, Vodafone) per month (24/7/365). The service is across the entire company and is charged per company. See product sheet for further information.		
Vision Reporting (per user)	n/a	n/a
This is a call centre reporting application that provides a wealth of information on all aspects of performance. All users in the company require this service. Smaller contract terms are available for small deployments. - Price On Application		

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Vision Wall Board	n/a	n/a
This offers computer based wallboards and dashboards delivering real-time call centre information on any device. This allows access to a single wallboard and is an additional licence to the Vision Reporting application. - Price On Application		
Call Centre Agent (per user)	n/a	n/a
An advanced inbound call centre application for increased business productivity whatever the size or requirement. This is an additional license to the Vision Reporting application. Price On Application		
Prioritise your call queues	n/a	n/a
Allows you to set rules to prioritise calls to particular staff or groups. Minimum of 5 per person/supervisor. Price On Application		

IT Options

	Setup	PCM
Microsoft Office 365 Small Business	£30.00	£12.00
This gives a single user access to: Business-class email, Online conferencing, Public website, File storage and sharing		
Microsoft Office 365 ProPlus	£30.00	£18.00
Single user access to the popular Microsoft Office application suite.		
Additional Wireless Access Point	£150.00	£30.00
An additional wireless access point to strengthen signal in areas where it is not as strong. Note: Power and a working dataport is required at the site of the wireless access point.		
Cat 5 patch leads	n/a	n/a
Additional Cat 5 network leads which are available in various lengths and colours.		
Cat 5 patch cables - 1m	£13.19	n/a
10x Cat 5 patch cables - 1m		
Cat 5 patch cables - 2m	£15.59	n/a
10x Cat 5 patch cables - 2m		
Cat 5 patch cables - 3m	£19.80	n/a
10x Cat 5 patch cables - 3m		
Cat 5 patch cables - 5m	£29.99	n/a
10x Cat 5 patch cables - 5m		
Anti-Virus Computer Protection	n/a	£2.10
Corporate grade anti-virus software protects your PC or servers from attacks by computer viruses and malware. The charge is per PC or server. There is no set-up fee.		
Data Secure - Server	n/a	£24.00
Back up your important files with a secure automated online back-up facility for servers which includes 20GB of storage per device. The charge is per server with no set-up fee.		

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Data Secure - Desktop	n/a	£9.00
Save your important files with a secure automated online back-up facility for desktop and laptop PCs which includes 20GB of storage per device. The charge is per PC with no set up fee.		
Data Secure - Additional storage	n/a	£9.00
20GB of additional back-up storage space which can be hosted on a per device basis.		
Enhanced Telephone Tech. Support	£72.00	£72.00
If you need some extra technical support then ip-Xchange's in-house support team can help. This service is charged per hour.		
On-Site Engineer Visit	£300.00	£72.00
On site support from ip-Xchange's technical support team. This is charged per hour, includes first hour.		
On-Site Engineer Visit (Day)	£660.00	n/a
On site support from ip-Xchange's support team. A day is classified as between 10am-4pm. Additional hours outside of this will be charged at the standard hourly rate.		
.co.uk name	£30.00	£1.50
.com name	£30.00	£1.99

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