

Hosted IP Voice & SIP Trunks Pricing & Service Description

Service Packages

1.1 Business Plus

- The Business Plus service is a fully featured individual user HIPT service that includes multimedia features, Personal Agent web based call routing and PC Client or Multimedia Office Client. The service is provided on a per user, per month basis, enabling multiple devices, such as IP phone, PC Client, and smartphones to register to make and receive calls.

1.2 Business Lite

- The Business Lite service package provides similar functionality to the Business Plus service, but excludes the PC Client and multimedia service features, such as video calling. Business Lite is provided on a per user, per month basis.

1.3 Office

- Office provides a restricted set of features for low usage environments such as warehouses and kitchen. Office is provided on a per user, per month basis.

1.4 Company Number

- The Company Number service is used for routing main reception numbers, sales numbers and support numbers via group calling features such as hunt groups and call pick up groups to individual users who subscribe to HIPT Business Plus or Business Lite. Company Number is provided on a per number, per month basis.
- Summary of these service packages and features is included in Figure 1 below:

HIPT - service packages

Supported features

FEATURE	OFFICE	COMPANY NUMBER	BUSINESS LITE	BUSINESS PLUS
Outbound calling	YES	NO	YES	YES
Ad Hoc Conferencing	NO	YES	YES	YES
Personal Agent	NO	YES	YES	YES
Call Forwarding Busy (CFB)	YES	YES	YES	YES
Call Forwarding Do Not Answer (CFD)	YES	YES	YES	YES
Call Forwarding Intragroup (CFI)	YES	YES	YES	YES
Call Transfer (CXR)	YES	YES	YES	YES
Call Waiting (CWT)	YES	YES	YES	YES
Call Waiting Intragroup (CWI)	YES	YES	YES	YES

Calling Name Delivery (CNAMD)	YES	YES	YES	YES
Dialable Directory Number (DDN)	YES	YES	YES	YES
Message Waiting (MWT)	NO	YES	YES	YES
Meet Me Audio Conferencing	NO	NO	NO	YES
Multiple Logins	NO	YES	NO	YES
Music On Hold	YES	YES	YES	YES
Name Display (NAME)	YES	YES	YES	YES
Three-Way Calling (3WC)	YES	YES	YES	YES
Voicemail with unified messaging	NO	YES	YES	YES
PC Client - Address book	NO	NO	NO	YES – up to 250 entries
PC Client - Caller name display	NO	NO	NO	YES
PC Client - Caller picture display	NO	NO	NO	YES
PC Client - Call logs	NO	NO	NO	YES
PC Client - Click to call	NO	NO	NO	YES
PC Client - Friends online	NO	NO	NO	YES
PC Client - Web push	NO	NO	NO	YES
PC Client - Clipboard	NO	NO	NO	YES
PC Client - Whiteboard	NO	NO	NO	YES
PC Client - Instant Messaging (IM)	NO	NO	NO	YES
PC Client - Presence	NO	NO	NO	YES – up to 50 friends
PC Client - Point-to-point Video	NO	NO	NO	YES

Options

Call Recording	Option	Option	Option	Option
Attendant Console	Option	Option	Option	Option
Customised music on hold	Option	Option	Option	Option
Auto Attendant	Option	Option	Option	Option

Shimmer Telecom Hosted Services Price List

Monthly and setup charges

HIPT	SETUP	MONTHLY
HIPT Business Plus	£0.00	£9.95
HIPT Business Lite	£0.00	£7.50
HIPT Office	£0.00	£5.00
HIPT Company Number	£0.00	£4.30

(1)

SIP	SETUP	MONTHLY
SIP Trunk channel	£0.00	£4.00
Change to SIP Trunk configuration	£60.00	£0.00
SIP Trunk Personal Agent (per DDI)	£0.00	£3.40

OPTIONS	SETUP	MONTHLY
Call Recording Call recording extension	£0.00	£12.99
Auto Attendant Customer specific auto attendant	£95.00	£9.95
Attendant Console Intuition answer attendant console	£260.00	£19.95
Music on hold Install customer specific music on hold	£150.00	£0.00

(2)

Connectivity Services Price List

Monthly and setup charges

DSL SERVICES	SETUP	MONTHLY
Shimmer Business Lite	£40.00	£35.00
Shimmer Business Lite + (on net)	FREE	£16.99
Shimmer Business Lite + (off net)	FREE	£23.99
Shimmer Business Unlimited (on net)	FREE	£21.99
Shimmer Business Unlimited (off net)	FREE	£24.99
Premier ADSL 2+ Assured 256k	£50.00	£30.00
Premier ADSL 2+ Assured 512k	£50.00	£45.00
Premier ADSL 2+ Assured 1Mb	£50.00	£75.00
Premier ADSL 2+ Assured 2Mb	£50.00	£100.00
SDSL Connect 1Mb	£75.00	£170.00
SDSL Connect 2Mb	£75.00	£199.00

(3)

BT LINES	SETUP	MONTHLY
Analogue line transferred to Shimmer Telecom	£0.00	Call us
New BT analogue line	£99.00	Call us

DDI NUMBERS	SETUP	MONTHLY
New DDIs		
Geographic VOIP DDIs (0202/03)	£0.00	£0.00
Geographic area specific DDIs	£7.50	£0.00
DDI – Moves and changes	£50.00	£0.00
Golden Numbers (per number)	£100.00	£0.00
Porting of existing numbers		
Porting – Single DDIs	£12.00	£0.00
Porting – Multiline/Blocks of 10 DDI	£55.00	£0.00

(4)

Professional Services Price List

Service Charges

INSTALLATION		
Installations are available for more complex solutions. Please contact us for details.		
TRAINING	FULL DAY	HALF DAY
HIPT 1-40 extensions	£575.00	£425.00
PROJECT MANAGEMENT	FULL DAY	
Project management	£785.00	

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(1) All services min. 12 month contract

(2) All prices exclude VAT

(3) All above prices are "Wires only" services and require associated router. Pricing is based on a 12 month contract period, please contact us for 24 month contract & router pricing where required.

(4) BT may require complete number ranges to be ported in some cases
All prices exclude VAT

(5) All prices exclude VAT

All services subject to availability and compatibility with existing equipment.

Contact us on 0845 450 0658 for access details to our ordering portal or email sales@shimmertelecom.co.uk