

Effective date **1 March 2020**

All prices are quoted in **Pounds Sterling (GBP)** and exclude VAT. E&OE

First, choose a call logging platform:

| TIM Plus | | TIM Enterprise | | | | | |
|----------|---------|----------------|---------|-------|----------|---------|-----------|
| Users | Price | Users | Price | Users | Price | Users | Price |
| 100 | £ 1,250 | 100 | £ 2,880 | 1,000 | £ 6,380 | 10,000 | £ 32,380 |
| 200 | £ 1,550 | 200 | £ 3,380 | 1,500 | £ 8,380 | 20,000 | £ 45,380 |
| 300 | £ 1,850 | 300 | £ 3,880 | 2,000 | £ 10,380 | 30,000 | £ 58,380 |
| 400 | £ 2,150 | 400 | £ 4,380 | 3,000 | £ 14,380 | 50,000 | £ 79,380 |
| | | 500 | £ 4,880 | 5,000 | £ 17,380 | 100,000 | £ 110,380 |

TIM Plus has a 400-user upper limit

You can increase license size in 100-user blocks @ £500 per block

Now add voice recording to create a TIM Talk solution

| PRI/ISDN30/E1 | | BRI/ISDN2/S0-bus | | SIP/SCCP VOIP | |
|---------------|----------|------------------|---------|---------------|-------------------|
| Channels | Price | Channels | Price | Concurrency | Price per channel |
| 8 | £ 4,360 | 2 | £ 2,625 | 0 - 5 | £ 200 |
| 12 | £ 4,900 | 4 | £ 3,060 | 6 - 10 | £ 195 |
| 16 | £ 5,440 | 8 | £ 3,725 | 11 - 20 | £ 190 |
| 20 | £ 5,880 | | | 21 - 30 | £ 185 |
| 24 | £ 6,520 | | | 31 - 40 | £ 180 |
| 30 | £ 7,330 | | | 41 - 50 | £ 175 |
| 40 | £ 10,060 | | | 51 - 60 | £ 170 |
| 50 | £ 11,310 | | | 61 - 70 | £ 165 |
| 60 | £ 12,245 | | | 71 - 80 | £ 160 |
| 90 | £ 17,245 | | | 81 - 90 | £ 155 |
| 120 | £ 22,245 | | | 91 - 100 | £ 150 |
| 150 | £ 27,245 | | | 101 - 150 | £ 125 |
| 180 | £ 32,245 | | | 151 - 200 | £ 100 |

| Analogue CO/Extn | |
|------------------|---------|
| Channels | Price |
| 2 | £ 2,410 |
| 4 | £ 2,560 |
| 8 | £ 3,100 |
| 16 | £ 4,725 |
| 32 | £ 7,991 |

Example pricing

| | | | | | |
|---------------------------|----------------|-----------------------------|----------------|----------------------------|----------------|
| TIM Plus (100 users) | £ 1,250 | TIM Plus (100 users) | £ 1,250 | TIM Enterprise (300 users) | £ 3,880 |
| SIP recording (10 trunks) | £ 1,950 | PRI recording (30 channels) | £ 7,330 | No audio recording | £ 0 |
| TOTAL | £ 3,200 | TOTAL | £ 8,580 | TOTAL | £ 3,880 |

Peripherals & additional services ▶

Pricing excludes any PC hardware

Peripheral products

These items can only be purchased with our call logging/recording platforms

Data collection buffers

| Item | Price |
|---------------------------------|-------|
| NetPBX software | £ 195 |
| NetPBX hardware device | £ 295 |
| ipBuffer (32Mb) hardware device | £ 825 |

NetPBX hardware device is suitable for serial and socket connections

Other items

| Item | Price |
|--------------------|-------|
| USB license dongle | £ 50 |
| Mini mirror switch | £ 299 |

Mini Switch has 5 ports, 4 of which can be mirrored

Additional services

Site visits (per day)

| Item | Price |
|-----------------------|-------|
| Software installation | £ 950 |
| Engineering | £ 950 |
| Training | £ 950 |

Software installations include both engineering and training.

Tariff administration

| Item | Price |
|-------------------------------------|-------|
| Customisation (per tariff) | £ 160 |
| Subscription (per tariff, per year) | £ 299 |

Other information

VOIP recording

Two Ethernet NICs must be installed in any computer running VOIP capture, one of which should be dedicated to capturing mirrored Ethernet traffic.

The NIC must also be capable of operating in **promiscuous mode** (i.e. seeing traffic that wasn't intended for it). The network must be capable of mirroring traffic towards the computer running Echo.

TDM hardware recording

All recording hardware is available as either an external USB 2.0 device or as a PCI/PCI-Express card.

A maximum of two USB devices is recommended per machine; if you require more than two USB devices, multiple machines should be used.

If using PCI/PCI-Express cards, higher densities can be achieved per machine; ensure that there are enough PCI/PCI-Express slots on the mainboard of the target PC.

A specialist SBC/backplane computer may be required for more than two PCI/PCI-Express cards.

Maintenance charges

Maintenance on all products is charged at a flat rate of **10%** of the cost of the entire solution and is charged annually in advance.

Upgrade policy

Cross-product upgrades attract a full refund of the lower value product.