

Packages	Billing Event Name	Charge Type	Cost (£)
Premium subscription	Horizon Premium (5 Year)	Rental	£ 12.95
Premium subscription	Horizon Premium Assured (5 Year)	Rental	£ 12.95
Horizon Contact			
Horizon Contact - Agent Voice & Email	Horizon Contact - Agent Voice & Email (1 Month)	Rental	£ 28.60
Horizon Contact - Agent Voice & Email	Horizon Contact - Agent Voice & Email Assured (1 Month)	Rental	£ 28.60
Horizon Contact - Agent Voice & Email	Horizon Contact - Agent Voice & Email (3 Year)	Rental	£ 23.40
Horizon Contact - Agent Voice & Email	Horizon Contact - Agent Voice & Email Assured (3 Year)	Rental	£ 23.40
Horizon Contact - Agent Voice & Email	Horizon Contact - Agent Voice & Email (3 Year) Connection	Connection	
Horizon Contact - Agent Voice & Email	Horizon Contact - Agent Voice & Email (5 Year)	Rental	£ 19.50
Horizon Contact - Agent Voice & Email	Horizon Contact - Agent Voice & Email Assured (5 Year)	Rental	£ 19.50
Horizon Contact - Agent Voice & Email	Horizon Contact - Agent Voice & Email (5 Year) Connection	Connection	
Horizon Contact - Agent Web Chat	Horizon Contact - Agent Web Chat (1 Month)	Rental	£ 10.40
Horizon Contact - Agent Web Chat	Horizon Contact - Agent Web Chat (3 Year)	Rental	£ 10.40
Horizon Contact - Agent Web Chat	Horizon Contact - Agent Web Chat (3 Year) Connection	Connection	
Horizon Contact - Agent Web Chat	Horizon Contact - Agent Web Chat (5 Year)	Rental	£ 10.40
Horizon Contact - Agent Web Chat	Horizon Contact - Agent Web Chat (5 Year) Connection	Connection	
Horizon Contact - Supervisor	Horizon Contact - Supervisor (1 Month)	Rental	£ 45.50
Horizon Contact - Supervisor	Horizon Contact - Supervisor Assured (1 Month)	Rental	£ 45.50
Horizon Contact - Supervisor	Horizon Contact - Supervisor (3 Year)	Rental	£ 37.70
Horizon Contact - Supervisor	Horizon Contact - Supervisor Assured (3 Year)	Rental	£ 37.70
Horizon Contact - Supervisor	Horizon Contact - Supervisor (3 Year) Connection	Connection	
Horizon Contact - Supervisor	Horizon Contact - Supervisor (5 Year)	Rental	£ 31.20
Horizon Contact - Supervisor	Horizon Contact - Supervisor Assured (5 Year)	Rental	£ 31.20
Horizon Contact - Supervisor	Horizon Contact - Supervisor (5 Year) Connection	Connection	
Bolt Ons			
Horizon Collaborate	Horizon Collaborate	Rental	£ 3.95
Call Queue Group User	Horizon Call Queue User	Rental	£ 2.50
Receptionist Console - per receptionist	Horizon Receptionist Console	Rental	£ 18.50
Horizon Integrator	Horizon Integrator	Rental	£ 1.50
Horizon Integrator - CRM	Horizon Integrator - CRM	Rental	£ 3.50
Horizon Integrator - Bullhorn	Horizon Integrator - Bullhorn	Rental	£ 3.50
Horizon Integrator - EMIS	Horizon Integrator - EMIS	Rental	£ 3.50
Horizon TAPI Driver	Horizon TAPI Driver	Rental	£ 3.00
Horizon Desktop Softphone - PC	Horizon Desktop Softphone - PC	Rental	£ 2.50
Horizon Desktop Softphone - Mac	Horizon Desktop Softphone - Mac	Rental	£ 2.50
Horizon Smartphone App - Android	Horizon Smartphone App - Android	Rental	£ 2.50
Horizon Smartphone App - iOS	Horizon Smartphone App - iOS	Rental	£ 2.50
Connect	Horizon Connect	Rental	£ 4.00
Call Centre			
Horizon Call Centre Agent	Horizon Call Centre Agent	Rental	£ 4.95
Horizon Call Centre Agent Client	Horizon Call Centre Agent Client	Rental	£ 12.50
Horizon Call Centre Supervisor Client	Horizon Call Centre Supervisor Client	Rental	£ 25.00
Call Recording			
Business Call Recording - 3 months retention	Horizon Call Recording - Business 3 Month Retention	Rental	£ 2.00
Business Call Recording - 6 months retention	Horizon Call Recording - Business 6 Month Retention	Rental	£ 2.25
Business Call Recording - 12 months retention	Horizon Call Recording - Business 12 Month Retention	Rental	£ 2.50
Business Call Recording - 36 months retention	Horizon Call Recording - Business 36 Month Retention	Rental	£ 5.00
Business Call Recording - 60 months retention	Horizon Call Recording - Business 60 Month Retention	Rental	£ 8.50
Compliant Call Recording - 7 years retention	Horizon Call Recording - Compliant	Rental	£ 9.50
Legacy Call Recording Options			
Call Recording 900 Meg	Horizon Call Recording Storage	Rental	£ 15.00
Call Recording 1800 Meg	Horizon Call Recording Storage	Rental	£ 30.00
Call Recording 3600 Meg	Horizon Call Recording Storage	Rental	£ 52.50
Call Recording 9000 Meg	Horizon Call Recording Storage	Rental	£ 75.00
Call Recording 18000 Meg	Horizon Call Recording Storage	Rental	£ 120.00
Call Recording 45000 Meg	Horizon Call Recording Storage	Rental	£ 180.00
Call Recording 90000 Meg	Horizon Call Recording Storage	Rental	£ 270.00
Call Recording 180000 Meg	Horizon Call Recording Storage	Rental	£ 450.00
Call Recording 360000 Meg	Horizon Call Recording Storage	Rental	£ 750.00
Call Recording in excess of 360000 Meg charge	Horizon Call Recording Storage	per Meg	£ 0.0021
Hardware			
Cisco MPP 6851	Horizon - Handset - Cisco MPP 6851	Connection	£ 143.67
Cisco MPP 8841	Horizon - Handset - Cisco MPP 8841	Connection	£ 172.50
Cisco MPP 8851	Horizon - Handset - Cisco MPP 8851	Connection	£ 221.76
Cisco MPP 8861	Horizon - Handset - Cisco MPP 8861	Connection	£ 247.91
Cisco ATA 192	Horizon - Handset - Cisco ATA 192	Connection	£ 75.38
Cisco SPA 122	Horizon - Handset - Cisco SPA 122	Connection	£ 76.50
Cisco MPP 7832 Conference Unit	Horizon - Conference Handset - Cisco MPP 7832	Connection	£ 466.35
Cisco MPP 7832 Power Supply Set	Horizon - Conference Handset - Cisco MPP 7832 Power Supply Set	Connection	£ 90.75
Cisco MPP 6800 Series Power Supply	Horizon - Cisco MPP 6800 Series Power Supply	Connection	£ 18.00
Cisco MPP 8800 Series Power Supply	Horizon - Cisco MPP 8800 Series Power Supply	Connection	£ 27.75
Cisco MPP 8800 Series Expansion Module	Horizon - Cisco MPP 8800 Series Expansion Module	Connection	£ 247.83
Cisco PA100 power supply	Horizon - Cisco PA100 Power Supply	Connection	£ 11.10
Plantronics Blackwire 5220 USB	Horizon - Headset - Plantronics Blackwire 5220 USB	Connection	£ 86.25
Poly Voyager 5200 Bluetooth Headset	Horizon - Headset - Poly Voyager 5200UC Bluetooth	Connection	£ 130.07
Poly Voyager 6200 UC Bluetooth Headset	Horizon - Headset - Poly Voyager 6200UC Bluetooth	Connection	£ 172.50
Poly Voyager 8200 UC Bluetooth Headset	Horizon - Headset - Poly Voyager 8200UC Bluetooth	Connection	£ 278.03
Poly Voyager Focus UC Bluetooth Headset	Horizon - Headset - Poly Voyager Focus UC Bluetooth	Connection	£ 205.22
Poly Savi 8220 Headset	Horizon - Headset - Poly Savi 8220	Connection	£ 335.07
Sennheiser SC 165 USB	Horizon - Headset - Sennheiser SC 165 USB	Connection	£ 74.25
Sennheiser SC 665 USB	Horizon - Headset - Sennheiser SC 665 USB	Connection	£ 131.55
Polycom Trio 8500 Conference Unit	Horizon - Conference Handset - Polycom Trio 8500	Connection	£ 860.99
Polycom Trio 8800 Conference Unit	Horizon - Conference Handset - Polycom Trio 8800	Connection	£ 1,176.00
Polycom Trio Conference Unit Power Supply	Horizon - Conference Handset - Polycom Trio power supply	Connection	£ 150.00
Polycom Trio Extra Microphones	Horizon - Conference Handset - Polycom Trio Extra Mics	Connection	£ 322.50
Polycom Studio USB Bar	Horizon - Conference Handset - Polycom Studio USB Bar	Connection	£ 1,005.00
Polycom VVX 150	Horizon - Handset - Polycom VVX 150	Connection	£ 82.50
Polycom VVX 250	Horizon - Handset - Polycom VVX 250	Connection	£ 137.25

Polycom VVX 310	Horizon - Handset - Polycom VVX 310	Connection	£	127.05
Polycom VVX 450	Horizon - Handset - Polycom VVX 450	Connection	£	172.50
Polycom VVX 501	Horizon - Handset - Polycom VVX 501	Connection	£	217.80
Polycom VVX 601	Horizon - Handset - Polycom VVX 601	Connection	£	281.40
Polycom VVX 450 Expansion Module	Horizon - Polycom VVX 450 Expansion Module	Connection	£	248.03
Polycom VVX Colour Expansion Module	Horizon - Handset - Polycom VVX Colour Expansion Module	Connection	£	245.10
Polycom VVX Monochrome Expansion Module	Horizon - Handset - Polycom VVX Mono Expansion Module	Connection	£	118.05
Polycom VVX 201 Power Supply	Horizon - VVX 201 Power Supply	Connection	£	14.70
Polycom VVX 411 Power Supply	Horizon - VVX 411 Power Supply	Connection	£	22.88
Polycom VVX Power Supply	Horizon - VVX Power Supply	Connection	£	16.50
Polycom VVX x50 Power Supply	Horizon - VVX 50 Series Power Supply	Connection	£	22.88
Polycom USB WiFi Adaptor	Horizon - Polycom USB WiFi Adaptor	Connection	£	21.38