

## Service Operations - Business Price List 2014

### VIRTUAL OFFICE - CALL MINDING TO CAMPAIGN HANDLING

Our UK based advisors can handle all calls on your behalf and be a direct point of contact providing a true 24x7x365 virtual office solution. We can also help with call overflow at busy times, specific customer service needs and are able to run specific campaigns. Any new business is subject to a full business risk assessment.

Service	Support Hours	Description	Set Up Fee	Monthly Mgmt Fee	Unit Cost*
Personal Assistant Messaging	9am to 5pm	1 telephone channel and 30 Call Centre minutes per month. Usage beyond this is then charged at a pence per minute rate thereafter. Email and SMS alerts included with every call handled. Weekly reports sent via email.	£150.00	£12.50	from £0.62 per minute
Customer Services / Sales	Up to 24x7x365	Cloudkeeper Portal access, 2 telephone channels and 450 Call Centre minutes per month. Usage beyond this is then charged at a pence per minute rate thereafter.	£350.00	£400.00	from £0.89 per minute
Campaign Support	Up to 24x7x365	Most needs can be catered for including Inbound and Outbound calling to script and payment processing.		P.O.A	

### SERVICE OPERATIONS - TECHNICAL CALL HANDLING

Our standard support service comes with 450 Technical Support minutes (Broadband, Phone Lines, Email and Mobile devices, are all supported). We provide a comprehensive ticket management platform with pre built API's into the standard carriers, to ensure efficient ticket handling. All clients have full online visibility of our operations and call recordings provided through our Cloudkeeper software. Any new business is subject to a full business risk assessment.

Service	Support Hours	Description	Set Up Fee	Monthly Mgmt Fee	Unit Cost*
Standard Telecoms / IT Helpdesk	Up to 24x7x365	Cloudkeeper Portal access, 2 telephone channels and 450 Technical Support minutes per month. Usage beyond this is then charged at a pence per minute rate thereafter.	£350.00	£400.00	from 0.89p per minute
Complex Technical Call Handling	Up to 24x7x365	Our service can also be tailored to specific customer requirements.		P.O.A	

### NETWORK OPERATIONS / ALERT MANAGEMENT

Our Network Monitoring services have the capability to handle multiple site WAN's both from a monitoring and a support perspective. Our network monitoring services are offered in 3 specific ways, such as ICMP, TCP and SNMP. If our system detects an interruption to the primary source then an alert can be sent through to our engineers to handle around the clock.

Service	Support Hours	Description	Set Up Fee	Monthly Mgmt Fee	Unit Cost*
Email / System Alert Support	Up to 24x7x365	Why not direct your alerts to us via email for investigation and closure. Service includes Cloudkeeper Portal access, 2 telephone channels and 450 Call Centre Minutes per month. Usage beyond this is then charged at a pence per minute rate thereafter. Email alerts are handled and prioritised in the same way as calls onto our desk and our service is configurable to your specific needs / portals.	£500.00	£400.00	from 0.89p per minute
Network Device Monitoring	As specified	Cloudkeepers new NOPS (Network Operations) capability provides fully configurable monitoring and alert mechanism for any type of network device that has an IP address. Please speak to your account manager for more information.		P.O.A	

### TECHNICAL STAGING AND FULFILLMENT

Devices and deployment services to meet your needs. All devices can be ordered, fulfilled and monitored through our Cloudkeeper software. Device pricing includes fulfilment and next day delivery to UK mainland (via Interlink). We also have access to a large array of devices through our supply channels so please do ask your account manager for items not listed.

Service	Support Hours	Description	Set Up Fee	Monthly Mgmt Fee	Pence Per Item*
ZyXEL AMG 1202-T10A (ADSL2+)	Stock Item	High Speed 802.11n ADSL2+ Wireless Gateway/ 802.11n technology for extreme performance and coverage / Wi-Fi Protection Setup (WPS) / Robust SPI Firewall security / Quality of Service (QoS) support / TR069 compatible / Supports MAC address filtering and multiple SSID's.	£0.00	£0.00	£27.50
ZyXEL AMG 1202-T10B (ADSL2+)	Stock Item	As above - new model offering up to 300Mbps.	£0.00	£0.00	£29.50
ZyXEL AMG 1302-T10B (ADSL2+)	Stock Item	High Speed 802.11n ADSL2+ Wireless Gateway/ 802.11n technology for extreme performance and coverage / Wi-Fi Protection Setup (WPS) / Robust SPI Firewall security / Quality of Service (QoS) support / TR069 compatible / Supports MAC address filtering and multiple SSID's / FTTC compatible via port programming.	£0.00	£0.00	£30.50
TP Link W8951ND (ADSL2+)	Stock Item	TD-W8951ND 150Mbps Wireless N ADSL2+ Modem Router is an all-in-one device, which is designed to provide end-users with a one-stop solution to acquiring and sharing high speed Internet access over a wired/wireless network. With the Easy Setup Assistant bundled in the CD, SPI and NAT firewall, QoS engine and other advanced features, you can easily setup a protected wireless network and enjoy the Internet surfing, file sharing, VoIP, audio and video streaming. Supports 64/128 bit WEP, WPA-PSK/WPA2-PSK, Wireless MAC Filtering, TR069 compatible.	£0.00	£0.00	£27.50
Technicolor 582 Pro (ADSL2+)	Stock Item	The Technicolor TG582n is high performant router; with a simultaneous operation of 802.11n 2x2, speed, security and performance are guaranteed. Featuring an integrated 10/100Mbps 4-port switch, the Technicolor TG582n offers seamless connection of wired and wireless devices from anywhere in the home. The integrated modem supports ADSL, ADSL2 and ADSL2+. FTTC compatible via port programming. TR069 compatible.	£0.00	£0.00	£30.90
ZyXEL NBG 4604 (FTTC)	Stock Item	Wireless N Gigabit Managed Router / Gigabit Ethernet for media streaming / Multiple SSIDs for various service deployments / TR-069 remote management for easy installation / Utilization of firewall protection / VLAN enables Triple-Play service / Two-level administration / Green router saves energy. Dual band supporting 2.4Ghz and 5.0 Ghz wireless devices.	£0.00	£0.00	£44.49
ZyXel SBG3300-N Series (FTTC)	Stock Item	Wireless N VDSL2 Combo WAN Small Business Security Gateway / Robust firewall and VPN for secure business communications / Multi-WAN connectivity with load balancing and failover / Comprehensive authentication for safe, efficient management / 11n for superior performance and coverage.	£0.00	£0.00	£139.50
Field Deployment Service	24/7/365	We can offer a full onsite hardware installation and maintenance service for your clients. Services supported include Traditional and Hosted PBX, IP Phone Set Up, IP Routers and Structured Cabling services. Please ask your account manager for more information.		P.O.A	

### JUNIPER CLOUDKEEPER PORTAL

Cloudkeeper is a feature rich technical support CRM. It not only provides our outsource partners with transparent business management, full technical support CRM capability but now also offers enhanced device and network management options. Our cloud based product features include wallboarding, call recording, service tickets, comprehensive MS reporting, device monitoring and device provisioning which all are available to access 24x7x365.

Service	Support Hours	Description	Set Up Fee	Monthly Mgmt Fee	Unit Cost*
Cloudkeeper Access	24/7/365	Cloudkeeper access for up to 3 users is included FOC with any service specified above. Otherwise set up and monthly management fees apply.	£175.00	£150.00	£0.00
TR069 Device Management Suite	24/7/365	This option provides additional TR069 Device Management functionality within Cloudkeeper. This functionality provide full provisioning, monitoring and support capability. Router provisioning charges and year one device support charges are included in the router prices above. Bulk migrations into the platform can be fully managed by our OSS team - please speak to your account manager for more information and pricing.	£0.00	£100.00	£0.60 p.a. per device Yr2 onwards
Network Monitoring Suite	24/7/365	New to 2014 is our Network Monitoring suite which is currently being provided to clients on a project only basis. Bulk migrations into the platform can be fully managed by our OSS team - please speak to your account manager for more information.		P.O.A	

\* An enhanced unit price is volume dependent.

Please note all prices quoted are Ex VAT.

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Please speak to your account manager, ask for Sales on (0845) 683 6966 or send an email enquiry to sales@juniperbridge.com