

Effective date **1 February 2018**

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.