Pricing Annex				
	Service	**Description**	**UoM**	**Unit Price**
1.Formation Costs				
1.1	**General Setup fee**	Per CallCenter / Per Agency or LOUISE of Agencies	One time Lumpsum - to provide budgetary notes that breakdown the elements that lead to this lumpsum	
1.2	**Technical Formation** *(CRM's integration, IT infrastructure , IT equipements…)*	Per CallCenter / Per Agency	One time Lumpsum - to provide budgetary notes that breakdown the elements that lead to this lumpsum	
1.3	**Core E1 Lines (minimum 4)**		One time Setup	
1.4			Monthly fees	
1.5	**Add-on E1 Line**		One time Setup	
1.6			Monthly fees	
2.Agent Running Costs				
2.1	Dedicated Core agent for Inbound/Outbound calls	Refer to any agent working beyond one (1) month and not less than three (3) months	Cost per agent per hour	
2.2			Cost per agent per month (seat)	
2.3	Dedicated agent for Inbound/Outbound calls		Cost per agent per hour	
2.4	Training Costs	Per Agent	One time fee	
3.Telecom Running Cost				
3.a	Overflow Inbound calls	0 - 1000 calls	Cost per number of overflow calls	
3.b		1001 - 3000 calls	Cost per number of overflow calls	
3.c		3001 - 7000 calls	Cost per number of overflow calls	
3.d		7001 - 10000 calls	Cost per number of overflow calls	
3.e		Above 10000 calls	Cost per number of overflow calls	
3.1	Telecom Fees mobile for Outbound calls		Cost per minute spent	
3.2	Telecom fees landline for outbound calls		Cost per minute spent	
4.Additional Costs				
4.2	IVR services	Yearly Cost	Yearly cost	
4.1	to highlight any associated costs of integrating the telephony system with agency-specific CRM systems.			