



Price List



> Introduction

About

TelXL is passionate about customer experience. We make all interactions between businesses and their customers feel exceptional.

The Cxp platform from TelXL delivers state-of-the-art contact centre solutions specifically created and positioned for resellers looking to sell into small-medium size contact centres.

The **Cxp Suite** of products comprises of:

1. **Vxp** – voice only contact centre
2. **Dxp** - digital-centric contact centre
3. **Oxp** - omnichannel contact centre (digital & voice)

All products come with the features needed to provide an exceptional customer experience and seamlessly manage contact centre performance.

As well as including 4,000 voice minutes with the Vxp product, we also offer an extensive range of bolt-ons to provide choice and flexibility throughout the Cxp suite.

Partner Benefits

- Competitive wholesale pricing
- Ability to generate new revenue streams
- Modularisation to allow agility
- Ability to offer customisable solutions
- UCaaS overlay capability
- Full sales and service support

User Benefits

- Competitive pricing
- Countless features to enhance CX
- Highly reliable, resilient network
- Flexibility to build over time
- Integrates with existing systems

> Headline Price



	Vxp	Dxp	Oxp
Wholesale price	£42.00	£36.00	£60.00

Additional Pricing	
Bolt-Ons & Extras	See page 4-5
Professional Services	Price on application and quoted depending on resources required
Training	Price on application

Principal inclusions

- Prices quoted are ex VAT.
- Pricing is based on concurrent user.
- Vxp is inclusive of 4000 minutes per license per month but excludes certain call types.
- Dxp can include webchat, messaging, social and email.
- Bespoke requests may incur an additional professional service fee.

➤ Bolt-ons & optional extras

Features	Monthly Rental	Setup	Transactional
PCI Credit Card Processing * (voice only)	£150.00	£500.00	Standard Tariff/POA
In-convo PCI Payment (per concurrent agent / voice only)	£27.25	None	Standard Tariff
Call Broadcast	£25.00	£250.00	£0.05 and Standard Tariff
List-Based Outbound Dialler	£20.00	£70.00	Standard Tariff
Queued Call Back	£0	£0	£0.005 and Standard Tariff
Voicemail	£3.00	£6.00	£0
Memorable Numbers (incl freephone) - Grade 0	£0.10	£0	£0
Memorable Numbers (incl freephone) - Grade 1	£2.50	£25.00	£0
Memorable Numbers (incl freephone) - Grade 2	£5.00	£50.00	£0
Memorable Numbers (incl freephone) - Grade 3	£10.00	£100.00	£0
Memorable Numbers (incl freephone) - Grade 4	£25.00	£250.00	£0
International Numbers	POA	POA	£0
SMS Long Codes	POA	POA	Standard Tariff
SMS Short Codes (shared - five keywords)	POA	POA	Standard Tariff
SMS Short Codes (dedicated)	POA	POA	Standard Tariff
SMS Broadcast	POA	POA	Standard Tariff
Additional Wallboards (per organisation)	£40.00	£0	£0
Call Storage (per 1000 mins p/month)	£0.20	£0	£0
Long-term Media Archiving Retrieval	£0	£0	£75.00
Report Schedule and Subscriptions	£15.00	£0	POA

Setup prices are one off per organisation. Rental prices are paid per month £0 per organisation

* PCI Payments with BYOC is POA. See fair usage for more information.

> Bolt-ons & optional extras

Number Porting Services	Monthly Rental	Setup	Transactional
Single Geographic	£0	£7.50	£0
Geographic Number Range	£0	£40.00	£0
Single Non-Geographic	£0	£45.00	£0
Up to 10 Non-Geographic Range	£0	£65.00	£0
Up to 100 Non-Geographic Range	£0	£150.00	£0
Application & Integrations	Monthly Rental	Setup	Transactional
CC Voice API	POA	POA	POA
Application Connector CRM/Business Apps (per organisation)	POA	POA	POA
Workforce Management Integration	POA	POA	POA
Voice Analytics Integration	POA	POA	POA
WebSocket API	POA	POA	POA
Automation	Monthly Rental	Setup	
Advanced Taskbot (requires Messaging/Webchat)	POA	POA	
AI Chatbot (requires Messaging/Webchat)	POA	POA	
Breakage	Monthly Rental	Setup	Transactional
Voice Minutes	£0	£0	Standard Tariff
Additional IVR Service (requires voice)	£50.00	£0	£0
IVR nodes/workflow - per 100	£15.00	£0	£0
Mass Data Storage – Per GB	£1.50	£0	£0
Additional scripts	£5.00	£0	£0
Additional Email Inboxes – per three inboxes	£3.00	£0	£0
Additional Website Webchat – per three widget	£3.00	£0	£0
Additional Digital Accounts - per account <ul style="list-style-type: none"> - Messenger - Twitter - Instagram - Viber - WhatsApp 	£5.00	£0	£0

Setup prices are one off per organisation. Rental prices are paid per month per organisation POA = price on application



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Creating Customer Experience

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