

## 7 SCHEDULE 7- PRICING SCHEDULE

### Defined Terms

In this Schedule, unless the context indicates otherwise the following expressions shall have the following meanings:

“ppm”	Shall have the meaning given in paragraph 2.2.1.1;
“SLNT”	Shall have the meaning given in paragraph 2.1.1;

### 1. Introduction

1.1. This Schedule outlines the applicable Charges payable by the Authority to the Service Provider for the provision of the Services which shall be invoiced in accordance with Clauses 10 (Charges) and 11 (Payment Procedures and Approvals) as varied by paragraphs 2 of this Schedule.

### 2. Charges

#### 2.1. Fixed Charges - Strategic Labour Needs and Training

- 2.1.1. A Periodic Strategic Labour Needs and Training (“SLNT”) management fee of ██████ shall be applicable for the administration and management of SLNT.
- 2.1.2. The fee shall include all costs associated with SLNT as detailed in Schedule 1 (Strategic Labour Needs and Training Terms and Conditions) of the Framework Agreement.
- 2.1.3. Where the Contract is terminated in accordance with Clause 34 (Breach and Termination of the Contract) or ceases in accordance with Clause 36 (Handback of Service), the SLNT Charges shall be calculated on pro-rata basis based on 28 calendar days.

#### 2.2. Variable Charges

##### 2.2.1. Call handling

- 2.2.1.1. Call handling shall be charged on a pence per minute (“ppm”) basis.
- 2.2.1.2. Call handling includes any inbound, outbound and transfer calls.
- 2.2.1.3. The call handling Charges shall not include and the Service Provider shall not be entitled to charge for time an Agent is in Wrap Time or not engaged in a call, and only includes Agent Talk Time.
- 2.2.1.4. The call handling Charges shall be inclusive of all costs associated with the provision of the Services of the Contract, excluding Charges detailed in paragraph 2.1, 2.3 and 2.4.
- 2.2.1.5. The call handling minutes shall be aggregated and the Service Provider shall invoice the Authority based on the agreed volumes in accordance with paragraph 8 of Schedule 8 (Service Management) and apply the volume discount as detailed in Table 1 (Call handling) on a Periodic basis.