

DSECONNECT — Cloud PBX Full Package Matrix

Cloud PBX · 4-Tier Comparison · Effective July 2026 · Connecting You, Wherever You Are

PACKAGE	STARTER R55 /user p/m ex VAT	PRO R75 /user p/m ex VAT	ENTERPRISE R125 /user p/m ex VAT	ELITE R165 /user p/m ex VAT
BEST FIT	Small businesses 1–5 users	Growing SMEs 5–49 users, full UC	Established businesses 10+ users, CRM & AI	Multi-site enterprises Unlimited, priority SLA
DEVICES & CONNECTIVITY				
Hardware IP Phone registrations	1/user	1/user	2/user	2+/user
PC Desktop / Softphone	✓	✓	✓	✓
Web Client Login	–	✓	✓	✓
Mobile Client App	–	1 FREE; add-on/user	✓ included	✓ included
Chrome / Edge Extension	–	✓	✓	✓
Audio Conferencing	–	✓	✓	✓
Video Conferencing	–	–	–	✓
Microsoft Teams Integration	–	Add-on (outbound FREE)	Add-on (outbound FREE)	✓ Included
CALL ROUTING & MANAGEMENT				
Hunt Groups	Basic	Standard	Advanced	Advanced
Ring Groups / Pickup	–	Standard	Advanced	Advanced
Call Queues	Basic	Standard	Advanced	Advanced + SLA Reporting
IVR & Call Routing	–	Standard	Advanced Routing	Advanced Multi-Dept
Boss Reception	–	Add-on p/m	1 included	✓ Included
Manager Login / Admin	–	Add-on p/m	1 included	2+ included
Call Recording	Add-on (30 days)	Add-on	Add-on	Add-on
Call Screening	–	✓	✓	✓
Email Notifications	–	✓	✓	✓
AI FEATURES				
AI Reception & Transcription	–	Included — AI usage bundle*	Included — AI usage bundle*	Included — AI usage bundle*
Real-Time Transcription	–	Included — AI usage bundle*	Included — AI usage bundle*	Included — AI usage bundle*
Voicemail Transcription	–	Included — AI usage bundle*	Included — AI usage bundle*	Included — AI usage bundle*
Call Summary / Sentiment	–	Included — AI usage bundle*	Included — AI usage bundle*	Included — AI usage bundle*
Text-to-Speech Voice Prompts	–	Add-on p/m	✓ Included	✓ Included
INTEGRATIONS				
CRM Integration	–	Zoho, Salesforce, Zendesk, HubSpot, Dynamics 365, Bitrix24, Odoo	Same as Pro	As Enterprise + Advanced routing
Omnichannel Messaging	–	Chat, Facebook, SMS, WhatsApp	Same as Pro	+ AI + Advanced Routing
Microsoft 365 / Google Workspace	–	Add-on	✓ Included	Full Integration
Active Directory	–	–	Add-on	✓ Included
Remote File Archiving	–	–	Add-on	Google, S3, SharePoint, FTP
SUPPORT & ONBOARDING				
Support Level	Phone & Email (Office Hours)	Office Hours + Standard Onboarding	Priority + SLA improvement on request	Priority escalation + named technical owner
Onboarding Scope	Basic Provisioning	Extension + Routing Setup	Routing, Queues, CRM & Omnichannel Workshop	Full solution design + post-go-live tuning

* **AI usage bundle:** AI features are activated on Pro, Enterprise and Elite plans. The AI features themselves are included in the plan; the AI processing time they consume is billed separately as a prepaid usage bundle, charged per minute of AI call handling and transcription. Bundle sizes and per-minute rates are quoted in writing before activation. No AI usage is billed unless you have approved a bundle.

HARD EXCLUSIONS — Not included in any plan price; quoted separately: Additional SIP trunks · DID's · AI usage bundles · SMS/WhatsApp provider fees · Hardware

CONTACT · Phone: 010 110 1680 · WhatsApp: 060 222 4724 · Email: info@dseconnect.co.za · Web: www.dseconnect.co.za · Address: 74 Springs Road, Shangrila, Benoni, 1508

LEGAL · DSE CONNECT (Pty) Ltd · Reg. 2021/395875/07 · A Division of DSE Group · All prices exclude VAT at 15%. Subject to change with 30 days' notice. Commercial information intended for authorised recipients only.

Cloud PBX Package Matrix v1.1 · Effective July 2026 · dseconnect.co.za