Jet Call Tracking

Pricing and Critical Information Summary

Individual Number Pricing

	Pay Per Call	Bundled Call Plan
Price	$10/month	$35/month
Number	1 x 1300, 1800, Mobile or Local Australian Number	1 x 1300, 1800, Mobile or Local Australian Number
Network	***Jet Interactive***	***Jet Interactive***
Call Rates	6c per min to Australian landline or Mobile phones	First 1,000 calls answered on an Australian mobile or landlines are free, then 6c per min per call
Jet Reporting	Free	Free
IDD to Selected Countries	Additional charges see table below	Additional charges see table below

Call Tracking Bundles

	Call Tracking Bundle 3	Call Tracking Bundle 4	Call Tracking Bundle 5
Price	$90/month	$120/month	$150/month
Number	3 x 1300, 1800, Mobile or Local Australian Number	4 x 1300, 1800, Mobile or Local Australian Number	5 x 1300, 1800, Mobile or Local Australian Number
Website Size	1,000 - 3,000 visits/month	3,000 - 6,000 visits/month	6,000 - 10,000 visits/month
Call Rates	First 3,000 calls answered on an Australian mobile or landlines are free, then 6c per min per call	First 4,000 calls answered on an Australian mobile or landlines are free, then 6c per min per call	First 5,000 calls answered on an Australian mobile or landlines are free, then 6c per min per call
Integrations	FREE Integrations - GA4 (usually $50/month) - Dynamic numbers plug in (usually $50/month)	FREE Integrations - GA4 (usually $50/month) - Dynamic numbers plug in (usually $50/month)	FREE Integrations - GA4 (usually $50/month) - Dynamic numbers plug in (usually $50/month)
Jet Reporting	Free	Free	Free
IDD to Selected Countries	Additional charges see table below	Additional charges see table below	Additional charges see table below

Service Description

This phone service is an inbound virtual number.

This phone service does not include a mobile phone or desk phone. You will require a mobile, tablet, computer or desk phone that is connected to the internet. This service is provided on ab no lock-in contract basis and has a 1-month minimum term.

Pricing Details

1. Landline calls are calls to local Australian numbers or 1800 numbers
2 Calls to 13 and 1300 numbers are 30c
3. Numbers are free to set up or port in but have a $50 port out fee
4. Number swap. If you need the number swapped out it will cost $50 per number
5. All calls are billed in 1 minute increments with a 2 minute minimum
6. All costs are in Australian Dollars and are Ex GST

Additional Service Cost

Dynamic Number Plugin	$**50**/month	Per Account
GA4 and Google Ads Integregration	$**50**/month	Per Account
IVR	$**25**/month	Per Account per IVR module
Call Queue	$**25**/month	Per Call Queue
Geographic Routing	$**55**/month	Per Cluster
Post Code Routing	$**55**/month	Per Cluster
Call Recording	$**10**/month	Per Number - includes inbound and outbound calls

Support Cost

	Set Ups & Reconfigurations			Total Capped Changes
Simple	Change to or addition of Answering Point Number, Greeting, Voicemail, Whisper, Extensions, hardware registration	Per Set Up/ Change	$**100**	$**1,000**
Complex	Change to or addition of State Based Routing, Time of Day Routing, multiple answering points, One Level IVR, Call Queue	Per Set Up/ Change	$**200**	$**2,000**
Advanced	Change to or addition of advanced Geographic Routing, Two to Three Level IVR, Postcode Routing	Per Geo/ Postcode Group	$**300**	$**5,000**

International Call Costs

Calls can be answered at the following destinations at an additional per minute call rate. Calls can be answered on business numbers only unless the mobile option is listed for the relevant country.

Country A 5c Per Minute	BANGLADESH, BANGLADESH MOBILE, BRAZIL, BULGARIA, CANADA, CHILE, CHINA, CHINA MOBILE, COSTA RICA, CZECH REP, DENMARK, DENMARK MOBILE, FRANCE, FRENCH GUIANA, GERMANY, GERMANY MOBILE, GREECE, GUAM, ICELAND, INDIA, INDIA MOBILE, IRELAND, IRELAND MOBILE, ISRAEL, ITALY, JAPAN, KOREA REP, KOREA REP MOBILE, MALAYSIA, MALAYSIA MOBILE, MARTINIQUE, MONGOLIA, NORWAY, PERU, PERU MOBILE, POLAND, PORTUGAL, PUERTO RICO, REUNION, ROMANIA, ROMANIA MOBILE, SINGAPORE, SLOVAK REP, SPAIN, SWEDEN, SWITZERLAND, TAIWAN, UK, USA, VENEZUELA
Country B 10c Per Minute	ANDORRA, ARGENTINA, BERMUDA, BRAZIL MOBILE, BRUNEI MOBILE, CHILE MOBILE, COLOMBIA, COLOMBIA MOBILE, CROATIA, FAROE ISL, HONG KONG, HONG KONG MOBILE, INDONESIA, JAPAN MOBILE, MARIANA ISL, MEXICO, NORWAY MOBILE, PARAGUAY, RUSSIA, SAN MARINO, SLOVENIA, THAILAND, THAILAND MOBILE, TURKEY, US VIRGIN ISL
Country C 15c Per Minute	ALASKA, ALGERIA, ARUBA, CAMBODIA, CAMBODIA MOBILE, DOMINICAN REP, GREECE MOBILE, HUNGARY, INDONESIA MOBILE, ISRAEL MOBILE, KUWAIT, KUWAIT MOBILE, PAKISTAN, PAKISTAN MOBILE, PARAGUAY MOBILE, SLOVAK REP MOBILE, VIETNAM, VIETNAM MOBILE

Additional account fees

Port Out Fees

A port out fee of $50 applies to Billing Date. Billing is done monthly and will be set to the day of the month the original contract was signed or processed successfully via our online portal.

Direct Debit must be enabled on your ***Jet*** account for payment with a valid credit card. Payment will be taken out once a month on the stated due date.

If your drawing is returned or dishonoured by your financial institution a once off $60 dishonour fee will be applied to your account. If your financial institution no longer accepts direct debits, then it is your responsibility to pay each invoice on the due date by EFT or BPay (and we will apply a $10 processing fee for each EFT transaction).

TIO - Telecommunications Industry Ombudsman is a body that telecommunications customers can call if you are having troubles finding a resolution with your service provider.
They can be contacted via www.tio.com.au or by calling 1800 062 058.

All prices are in Australian Dollars and are Ex GST