Jet Interactive CRM Integration

Pricing and Critical Information Summary

CTI Plug in with POP screen pricing

	Pay Per Call	Bundled Call Plan	Unlimited
Price	$40/month	$80/month	$150/month
Set Up	$80	$120	$120
Number	1 Australian Local or Mobile Number	1 Australian Local or Mobile Number	1 Australian Local or Mobile Number
Network	***Jet Interactive***	***Jet Interactive***	***Jet Interactive***
Minimum number of users	5 users	3 users	3 users
Calls & SMS Rate	6c/min to Australian mobiles, landlines, 1800 numbers. 10c per text message to Australian mobiles. Calls to 13/1300 numbers are 30c plus 6c/min	First 1,000 calls and text messages to Australian mobiles, landlines and 1800 numbers are free, then 6c per min per call and 10c per text. Calls to 13/1300 numbers are 30c plus 6c/min and are not included in the 1,000 bundle.	Unlimited calls and text messages to Australian mobiles, landlines, calls to 1800/13/1300 and text are free.
Jet Reporting	Free	Free	Free
National MMS	Not Available	Not Available	Not Available
International SMS	Not Available	Not Available	Not Available
IDD to selected countries	Additional charges see table below	Additional charges see table below	Additional charges see table below

Jet CRM Module is an alternative to the CTI POP screen and works via your CRMs APIs.

	1-5 Seats	6-12 Seats	13-20 Seats	21 plus Seats
Price	$80/month	$250/month	$500/month	$900/month
Set Up	$500	$800	$1,600	$2,400

Service Description

This phone service is a CTI (Computer Telephony Integration) that works with your compatible CRM. It allows a CRM agent to take and make calls from within the CRM.

The computer or device that you run your CRM on must be connected to the internet. Internet is not provided by this service.

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

Calls to Satellite phones, Directory Assistance and Special Numbers are not supported by this phone service. Calls to 000 are supported and are free.

All calls and SMSs are transmitted via the device's own internet account. Please check your internet plan for possible data usage costs.

Additional Service Cost

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