Jet Inbound Numbers

Pricing and Critical Information Summary

	Standard	1300 3×3 Offer	1300 5×5 Offer	Unlimited Inbound
Price	$10/month	$3/month	$5/month	$20/month
Number	1 x 1300, 1800, Local or Virtual Mobile Number	1 x 1300 Number	1 x 1300 Number	1 x 1300, Local or Virtual Mobile Number
Network	***Jet Interactive***	***Jet Interactive***	***Jet Interactive***	***Jet Interactive***
Minimum Term	Month to month	3 months, then month to month	3 months, then month to month	Month to month
Inbound Call Rate	6c per min	3c per min	5c per min	Unlimited inbound calls, subject to Jet's Fair Use Policy
Answer Point	Any Australian landline, mobile or Jet app	Any Australian landline, mobile or Jet app	Any Australian landline, mobile or Jet app	Jet app, softphone or Jet Business Phone only
Call Recording & AI Summaries	$10/month per number	$10/month per number	Included	$10/month per number
Jet Reporting	Free	Free	Free	Free
IDD to Selected Countries	Additional charges see table below	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. Calls to the number are routed over Jet's own network to the answer point you choose: an Australian landline, a mobile, or the Jet app on a mobile, tablet or computer.

This phone service does not include a mobile phone or desk phone. You will require a landline, mobile, tablet, computer or desk phone to answer calls on. This service is provided on a no lock-in contract basis with a 1-month minimum term, except the 1300 3×3 and 5×5 offers, which have a 3-month minimum term and are month to month after that.

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Pricing Details

1. Inbound call rates apply to calls answered at an Australian landline, mobile or Jet app. International answer points are charged at the rates on the next page
2. Unlimited inbound calls are for normal business use, subject to Jet's Fair Use Policy (Master Service Agreement, clause 18), and must be answered on a Jet app, softphone or Jet Business Phone
3. 1800 numbers are available on the Standard plan only
4. 1300 3×3 and 5×5 offers have a 3-month minimum term. All other plans are month to month
5. Numbers are free to set up or port in but have a $50 port out fee
6. Number swap. If you need the number swapped out it will cost $50 per number
7. Charged calls are billed in 1 minute increments with a 2 minute minimum
8. All costs are in Australian Dollars and are Ex GST

Callers to a 1300 number pay the cost of a local call, which is often included in their mobile plan. Callers to an 1800 number pay nothing from Australian landlines and mobiles.

Add-ons are billed monthly per account unless stated and can be added or removed at any time.

Additional Service Cost

Call Recording	$10/month	Per Number, with AI summaries. Free on the 5×5 Offer
IVR / Auto-attendant	$25/month	Per Account
Call Queue	$50/month	Per Account
Geographic Routing	$50/month	Per Account
Post Code Routing	$50/month	Per Account
CRM Sync	$40/month	Per Account

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