

## Jet Interactive Support Pricing

Jet Interactive customers can take advantage of our self-service portal and make changes to your account with the aid of our [Help Centre](#). In addition to this, Jet offers professional services to make modifications to your account. The fees associated with the type of change being requested are listed below.

Change	Description	Unit	Cost		
<b>Setups</b>			First Change*	Subsequent Changes	Total Capped Changes
Simple	New callflow/number setup Includes Single Answering Point, Voicemail, Greeting, Whisper, Extensions, Hardware (per device)	Per Setup	\$50.00	\$20.00	\$500.00
Complex	New callflow/number setup includes State Based Routing, Time of Day Routing, multiple answering points, One Level IVR, Call Queue, Number Port In	Per Setup	\$100.00	\$50.00	\$1,000.00
Advanced	New callflow/number setup includes advanced Geographic Routing, Two or Three Level IVR, Postcode Routing	Per Geo/Postcode Group	\$150.00	\$80.00	\$3,000.00
<b>Reconfigurations</b>			First Change*	Subsequent Changes	Total Capped Changes
Simple	Change to or addition of Answering Point Number, Greeting, Voicemail, Whisper, Extensions, Hardware (per device)	Per Change	\$50.00	\$20.00	\$500.00
Complex	Change to or addition of State Based Routing, Time of Day Routing, multiple answering points, One Level IVR, Call Queue	Per Change	\$100.00	\$50.00	\$1,000.00
Advanced	Change to or addition of advanced Geographic Routing, Two to Three Level IVR, Postcode Routing	Per Geo/Postcode Group	\$150.00	\$80.00	\$3,000.00

OTHER			
Change	Description	Unit	Cost
Number Port	Porting a number to Jet Interactive from another provider, porting a number from Jet Interactive to another provider	Per number	\$50
Custom Changes	Custom changes outside of the scope of changes listed above will be quoted on an hourly rate	Per Hour	\$300
After Hours Changes	Any of the changes above required to be conducted outside of Jet's normal operating hours or on public holidays	Additional Per request	\$500

\*First Change, Subsequent Change, and Total Capped Changes refer to changes being made in a single request. Multiple requests will attract multiple fees.