

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		
Setups			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
Reconfigurations			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.