

BILLING

USAGE RATES

Usage rates are subject to US Dollar exchange rates, so we will review and change them as required.

Usage rates below are current as of February 23rd, 2024. Current rates are here:

<https://juicedigital.com.au/concours-pro-usage-rates>

All prices are in Australian Dollars (AUD) and include GST. E&OE.

PHONE / SMS

Land line phone number rental	\$7.00	monthly
Mobile number rental	\$15.00	monthly
1300 / 1800 number rental	\$37.00	monthly
Making phone calls - Local / 1300 / 1800	\$0.055	per minute
Making phone calls - Mobile	\$0.172	per minute
Receiving phone calls - Local	\$0.023	per minute
Receiving phone calls - Mobile	\$0.023	per minute
Receiving phone calls - 1300 / 1800	\$0.115	per minute
SMS send	\$0.119	per segment
SMS receive	\$0.019	per SMS received
MMS send	\$0.803	per segment
MMS receive	\$0.803	per MMS received
Carrier Lookup	\$0.012	per lookup

EMAIL

Email send	\$0.0016	each
Email Verification	\$0.0058	each

AI

Conversation AI Chatbot	\$0.05	per message
Conversation AI Chatbot (Unlimited Messages Option)	\$99.00	monthly
Content AI - Text*	\$0.207	per 1000 words
Content AI - Image	\$0.138	per image
AI Review Replies – Suggestive / Automated	\$0.184	per review reply

FREE INCLUSIONS

Content AI - Text*	1st 500 Words are FREE, then usage rates apply.
AI Review Replies - Suggestive	1st charged, then 3 FREE, then usage rates apply.
Workflow AI	1st 100 Executions FREE, then usage rates apply.
Workflow Premium Triggers and Actions	1st 100 Executions FREE, then usage rates apply.

*Content AI Text usage includes prompt words. Ie. = Prompt Words + Output Words

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BILLING FREQUENCY OF USAGE CHARGES

All usage charges listed below will be billed via 14 day invoice on either a monthly basis on the 1st of the month, or on a weekly basis every Monday, if the outstanding usage amount is over \$200.00.

FREE TRIAL INCLUSIONS

All free trials include rental of 1x SMS enabled mobile number for free, plus \$10 AUD of credit for phone, SMS, email and AI usage.

After this \$10 credit is used, usage charges during the free trial will be invoiced in line with the above billing frequency, or at the end of the trial, whatever date is sooner.

The \$10 AUD free trial usage credit is equivalent to:

- Sending 6250 emails
- or sending 84 SMS (single segment)
- or sending 200 Conversation AI chatbot messages
- or generating 45000 words of AI text
- or generating 72 AI Images
- or receiving 7.2 hours of mobile / local phone calls

SMS CHARGES PER SEGMENT.

A single SMS message technically supports up to 160 characters, or up to 70 if the message contains one or more Unicode characters (such as emoji or Chinese characters).

However, modern phones and mobile networks support message concatenation, which enables longer messages to be sent. Messages longer than 160 characters are automatically split into parts (called "segments") and then re-assembled when they are received. Message concatenation allows you to send long SMS messages, but this increases your per-message cost, because SMS are billed per segment.

More information from our network partner here:

<https://www.twilio.com/docs/glossary/what-sms-character-limit>