

USAGE RATES

Usage rates listed below are current as of December 6th, 2024. E&OE.

Our phone network partner Twilio, email network partner Mailgun and AI partner Open AI are all global USA based companies and as such we are charged by them in US dollars (USD).

In the interests of transparency, we publish all usage rates as US dollar amounts, with an example Australian dollar (AUD) amount with a dated exchange rate as a comparison.

All usage charges will be charged in AUD and will be calculated based on the quoted US dollar amount and the exchange rate on the day they are invoiced.

All phone and SMS usage rates refer to Australian phone numbers, unless specifically noted otherwise.

Current rates are here:

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



USAGE RATES

The AUD usage rates below are based on exchange rates on of **0.642083 AUD per USD** (6/12/24).

AUSTRALIAN PHONE NUMBERS <i>Includes Current 25% Discount</i>	Usage Charge - USD ex GST	Usage Charge - AUD inc GST	Per
Local (Land line) number rental	\$ 3.00	\$ 5.14	monthly
Mobile number rental	\$ 6.50	\$ 11.14	monthly
Toll Free (1800) number rental	\$ 16.00	\$ 27.41	monthly
MAKING PHONE CALLS			
In-App phone calls - To Local Number	\$ 0.0373	\$ 0.0640	per minute
In-App phone calls - To Mobile Number	\$ 0.1053	\$ 0.1804	per minute
In-App phone calls - To 1800 Number	\$ 0.0373	\$ 0.0640	per minute
In-App phone calls - To 1300 Number	\$ 0.2453	\$ 0.4203	per minute
RECEIVING PHONE CALLS			
Answered In Desktop or Mobile App			
Incoming Local / Mobile number	\$ 0.0187	\$ 0.0320	per minute
Incoming 1300 / 1800 number	\$ 0.0720	\$ 0.1233	per minute
Call Forwarded to a Local / 1300 / 1800 Number			
Incoming Local / Mobile number	\$ 0.0453	\$ 0.0777	per minute
Incoming 1300 / 1800 number	\$ 0.0987	\$ 0.1690	per minute
Call Forwarded to a Mobile Number			
Incoming Local / Mobile number	\$ 0.1133	\$ 0.1942	per minute
Incoming 1300 / 1800 number	\$ 0.1667	\$ 0.2855	per minute
Missed Calls (Not Answered)			
Incoming Local / Mobile Number	\$ 0.0133	\$ 0.0228	per call
Incoming 1300 / 1800 number	\$ 0.0667	\$ 0.1142	per call
Call Recording	\$ 0.0033	\$ 0.0057	per minute
Call Recording Data Storage	\$ 0.0007	\$ 0.0011	per minute, per month
SMS RATES			
SMS send	\$ 0.0687	\$ 0.1176	per segment
SMS receive	\$ 0.0100	\$ 0.0171	per sms received
MMS send	\$ 0.4667	\$ 0.7995	per segment
MMS receive	\$ 0.4667	\$ 0.7995	per MMS received
NUMBER INTELLIGENCE			
Spam Detection - Incoming Calls USA Numbers Only	\$ 0.0133	\$ 0.0228	per detection
Name Lookup - Incoming Calls USA Numbers Only	\$ 0.0133	\$ 0.0228	per lookup
Number Validation (Carrier Lookup)	\$ 0.0067	\$ 0.0114	per lookup

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EMAIL RATES

	Usage Charge - USD ex GST	Usage Charge - AUD inc GST	Per
Email send	\$ 0.0009	\$ 0.0015	each
Email Verification	\$ 0.0033	\$ 0.0057	each

AI RATES

AI Employee Unlimited - Unlimited Access to Voice AI, Conversation AI, Content AI Text & Images, Reviews AI.	\$ 297.00	\$ 508.81	per month
Conversation AI	\$ 0.0267	\$ 0.0457	per message
Content AI - Text*	\$ 0.1200	\$ 0.2056	per 1000 words
Content AI - Image	\$ 0.0800	\$ 0.1371	per image
Reviews AI	\$ 0.1067	\$ 0.1827	per review reply
Workflow AI	\$ 0.0400	\$ 0.0685	per execution
Funnel AI	\$ 1.3200	\$ 2.2613	per execution

*Content AI Text usage includes prompt words. ie. Usage Rate = Prompt Words + Output Words

AUTO-COMPLETE ADDRESS

Address Search	\$ 0.0040	\$ 0.0068	each
Address Selection	\$ 0.0070	\$ 0.0120	each

AUTOMATION AND WORKFLOW

Workflows Premium Executions Pack - Includes 10,000 Premium actions, Premium Triggers, plus Marketplace Actions and Triggers	\$ 20.00	\$ 34.26	each
Workflows Premium Triggers and Actions	\$ 0.0133	\$ 0.0228	per execution

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.
Funnel AI	1st 5 Funnels FREE, then usage rates apply.

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CARRIER CHARGES FOR USA AND CANADIAN NUMBERS

When sending / receiving SMS / MMS to and from USA and Canada, you may be charged carrier fees. SMS and MMS carrier fees are typically small surcharges applied by the various North American mobile carriers on certain types of incoming or outgoing message traffic.

We are unable to publish exact rates as they are determined by the third party North American mobile carriers. As of the date of this article, they are typically up to \$0.0076 per SMS and \$0.0146 per MMS, however these rates are subject to change without notice.

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.

For more information on how voice and SMS charges are calculated in Concours Pro, click here:

<https://juicedigital.com.au/concours-pro-support/understanding-phone-and-sms-usage-charges-in-concours-pro/>

More information on SMS Segments, from our network partner here:

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

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.

USAGE RATES

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 roughly equivalent to:

- Sending 6667 emails.
- or sending 87 SMS (single segment).
- or creating 224 Conversation AI messages.
- or generating 50000 words of Content AI text.
- or generating 75 Content AI Images.
- or receiving 5.3 hours of mobile / local phone calls, answered in the app.