



UPDATED BILLING GUIDE & FREQUENTLY ASKED QUESTIONS

(Including expanded inclusions, email responsibility clause, retry policy, inbound/outbound clarification, and explicit cost breakdowns)

All costs are exclusive of GST.

Billing Guide & Frequently Asked Questions

Welcome to Inspra AI.

Thank you for choosing our platform to scale your business using human-like AI voice agents. This Billing Guide clearly outlines your fees, usage, inclusions, obligations, and payment structure.

Please review this document carefully before going live. Charges commence as outlined below.

1. Pricing Plans

You may select one of the following service plans:



Plan A — Standard Plan

- One-time Setup Fee: \$2,000 ex-GST
 - Ongoing Monthly Subscription: \$499 ex-GST per month
 - Usage Rate: \$0.25 ex-GST per connected call (inbound or outbound)
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Plan B — Premium Plan (6-Month Minimum Term)

- Monthly Subscription: \$999 ex-GST per month for the first 6 months
- Mandatory Minimum Term: 6 months
- Usage Rate: \$0.25 ex-GST per connected call (inbound or outbound)
- After Month 6: Subscription automatically reduces to \$499 ex-GST per month

Early Termination Fee

If the client cancels before completing the 6-month minimum term, all remaining months will be invoiced at the full rate of \$999 ex-GST per month.

Example:

3 months remaining → $\$999 \times 3 = \$2,997$ ex-GST

2. What You Pay (Explicit Cost Breakdown)

One-Time Fees

Item	Cost (ex-GST)	When Charged
Setup Fee (Plan A only)	\$2,000	Upon signing

Monthly Fees

Item	Plan A	Plan B
Ongoing Subscription	\$499/month	\$999/month (Months 1–6), then \$499/month from Month 7 onward
Usage Charges	\$0.25 per connected call (inbound + outbound)	Same

Usage Credits

Item	Cost	Included Calls
Prepaid Usage Block	\$2,000 (ex-GST)	8,000 connected calls

3. Monthly Service Fee (Expanded Inclusions)

Your monthly subscription includes the following managed services:

- Inspra AI Dashboard access
- Weekly optimisation & performance review meetings (optional depending on plan)
- Prompt engineering support & script improvements
- Live recordings of every call (inbound + outbound)
- Full transcription of every call
- Quality Assurance (QA) checking
- Reporting & analytics updates
- Platform maintenance & monitoring
- Standard support via email and phone

4. Connected Call Usage Charges (Inbound + Outbound)

A connected call is any inbound or outbound call answered by your AI Voice Agent.

Billing applies equally to:

- Inbound connected calls
- Outbound connected calls

Rate: \$0.25 ex-GST per connected call

One call = one usage credit.

Not billed:

- Missed calls
 - Voicemails
 - Busy tones
 - No-answer outbound attempts
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5. Usage Credits & Auto-Top-Up System

To ensure uninterrupted service, Inspra AI uses a prepaid usage credit system.

Initial Allocation

Onboarding includes a prepaid block of:

- 8,000 call credits valued at \$2,000 ex-GST

This is not free usage; it is a prepaid balance deducted per connected call.

Monthly Reconciliation

At the end of each billing cycle:

- Connected calls are counted
 - Usage is charged at \$0.25 per call
 - Example: 6,000 calls → \$1,500 ex-GST
 - After payment is processed, a new 8,000-call block (\$2,000 ex-GST) is issued automatically
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Automatic Top-Up

If you exhaust your usage block before the end of the billing period:

- A new 8,000-call block is automatically added.
 - \$2,000 ex-GST is automatically debited.
 - Top-ups occur instantly to prevent service interruption.
 - This repeats each time credits run out.
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6. Payment Retry Policy

When will Inspra retry a failed payment?

If a payment fails (monthly subscription, usage reconciliation, or auto-top-up):

- Inspra will automatically retry the payment every 3 days.
 - Email notifications will be sent after each failed attempt.
 - If payment remains outstanding after 5 business days, services may be paused until the account is brought up to date.
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7. Mandatory Email Responsibility Clause

The following clause must be accepted as part of the agreement:

“It is your responsibility to check your emails regularly for billing notifications, payment confirmations, usage alerts, and failed payment reminders.”

All financial notices are delivered via email.

8. Additional Data Charges

Additional data services—including enrichment, lookups, scraping, verification, or external API usage—are billed separately per the pricing schedule below:

 Data Pricing Document:

https://docs.google.com/document/d/12MsYy5vFo4GJMAA83gDIhzNKIm4m9QtLjDID_OBDCVg/edit

These charges apply in addition to subscriptions and call usage.

9. Direct Debit Requirement

All Clients must maintain an active direct debit mandate.

This authorises Inspra to process:


- Monthly subscription fees
- Usage reconciliations
- Automatic top-ups

This authority remains active until revoked with 14 days' written notice.

10. Support

For billing, usage, or technical queries:

 Email: hello@inspra.ai

 Phone: 1300 467 772

 Website: www.inspra.ai