

# SCHEDULE OF FEES & CHARGES



CHARGE DESCRIPTION	CHARGE (INC. GST)
<b>FIXED VOICE SERVICES (PSTN, ISDN AND INBOUND)</b>	
<b>PSTN Connection Charges (once-off charges)</b>	
Inplace - Standard or Additional Connection	\$59.00
Inplace - Tech Visit - Standard Connection	\$125.00
Inplace - Tech Visit - Additional Connection	\$75.50
New Service/Connection - Standard Connection	\$299.00
Additional Connection with New Service	\$179.00
Messagebank Away Installation	\$44.00
Line Hunt Installation	\$46.20
Reconnection Fee from Temporary Service Disconnection	\$55.00
Connection to Socket	POD
<b>PSTN Value Added Features Charges</b>	
Messagebank	\$6.50
Messagebank Away	\$19.50
Messagebank Virtual	\$7.50
Line Hunt (per line)	\$6.50
Silent Line Non-Business	\$4.99
CPE - Standard Residential Phone Rental	\$4.50
CPE - Calling Number Display Rental Touchphone	\$9.00
Number Redirection (postpaid) (per line)	\$30.00
Number Redirection (3 months prepaid)	\$33.00
Number Redirection (6 months prepaid)	\$66.00
Number Redirection (12 months prepaid)	\$130.00
Number Held for Call Diversion	\$29.95
Business Links	\$8.80
Loop metering	\$4.95
Call Control	\$4.00
Call Return	\$0.35 per call
Calling Number Display	\$7.15
Fax Duet Monthly Rental	\$9.00
FaxStream FaxBank	\$6.50
FaxStream Never Busy Fax	\$6.50
Remote Access	\$4.00
Abbreviated Dialling (1-8 numbers)	\$4.00
Abbreviated Dialling (9-40 numbers)	\$4.20
Abbreviated Dialling (9-60 numbers)	\$4.40
<b>ISDN Value Added Features Charges</b>	
Charge for Direct Indial (per 100 number block)	\$88.00
Reservation of Numbers for ISDN 2 with Direct Indial and ISDN 10/20/30 (per 100 number block)	\$122.00
Number Redirection Indial	\$109.95
Number Redirection (postpaid) (per channel)	\$30.00

All fees and charges listed are inclusive of GST and charged per month unless stated otherwise.

# SCHEDULE OF FEES & CHARGES cont.



CHARGE DESCRIPTION	CHARGE (INC. GST)	
Line Hunt	\$6.50	
ISDN Line Hunt -Directory number (GDN)	\$6.50	
ISDN Auxiliary Number	\$4.50	
ISDN 2 Calling Line Identification Presentation (CLIP)	\$13.50	
ISDN 10/20/30 Calling Line Identification Presentation (CLIP) (per 2 Mbit/s link)	\$27.00	
Extension Level Billing on ISDN 2 with Direct Indial (per Indial group)	\$27.00	
Extension Level Billing on ISDN 10/20/30 (per Indial group)	\$122.00	
<b>Telstra Fee For Service (once-off charges)</b>		
Service Call Charge *Consists of service call plus the first 15 minutes of labour.		
Attendance at your premises or another site		
Between 8am and 5pm Monday to Friday (except public holidays)	\$95.00	
All other times (After Hours)	\$296.00	
<b>Incorrect Callout Charge</b>		
Attendance at your premises or another site		
Between 8am and 5pm Monday to Friday (except public holidays)	\$135.00	
All other times (After Hours)	\$354.00	
<b>Labour Charge</b>		
Labour charge for each 15-minute block or part thereof		
Between 8am and 5pm Monday to Friday (except public holidays)	\$40.00	
All other times (After Hours)	\$58.00	
Charge for each Fast Fix request	\$59.00	
Materials Charge - you will be charged for any materials used.	POD	
<b>Inbound Services (once-off charges)</b>		
Adds, Moves and Changes	\$40.00	
Postcode Routing Configuration	\$1,000.00	
RVA/IVR Recording	\$50.00	
New 13 Number	\$1,100.00	
<b>Inbound Feature Charges</b>		
Exchange Service Area Routing	\$175.00	
Post Code Routing	\$450.00	
Mobile Location Routing (MOLI)	\$450.00	
RVA/IVR Service	\$20.00	
<b>COMMANDER PHONE AND COMMANDER KEY PHONE SERVICES</b>		
<b>Smart Extras - Commander Phone and Commander Key Phone</b>		
Key Account (Key Phone Only)	Shared account per advertised number	\$5.00
Commander Mobility	Smart UC client for mobile	\$4.95
Reception Central	Receptionist Thin Client	\$74.95
Cloud Q	Incoming call queue in the cloud (includes 2 x Access)	\$9.95
Cloud Q Access	Addition cloud Q user access	\$4.95
Auto Receptionist	Automated IVR (E.g. press 1 for sales, 2 for service etc)	(First one Free) \$10.00

# SCHEDULE OF FEES & CHARGES cont.



CHARGE DESCRIPTION		CHARGE (INC. GST)
Hunt Group (Per Group)	Automated call routing or ring group	(First one Free) \$8.00
Fax2Email	Receive incoming Fax via Email	\$8.00
10 Number Range	Block of 10 Numbers	\$16.00
50 Number Range	Block of 50 Numbers	\$22.00
100 Number Range	Block of 100 Numbers	\$33.00
<b>Hardware - (purchased outright or via 24 month repayment option MRO)</b>		
		<b>Outright</b>
		<b>MRO</b>
Reception Sidecar (For Office T46G or Executive T48G)	Commander EXP40	\$129.00
Additional Cordless Handset (rings with first handset)	Commander W56H	\$99.00
8 Port POE Gig-E Switch	DLink DGS-1100-08P	\$190.00
24 Port POE Gig-E Switch	DLink DGS-1210-28P	\$690.00
24 Port PoE Gig-E Switch with Voice VLAN Support	DLink DGS-1510-28P	\$940.00
2 Port ATA	OBi302	\$99.00
8 Port ATA	OBi508	\$400.00
Commander Business Gateway	AR129	\$349.00
Commander Business Modem	NL1901ACV	\$250.00
Wireless Headset Adaptor	EHS36	\$45.00
Wireless Headset with Electronic Switchhook Adaptor	Plantronics CS540	\$400.00
Wired Headset with Adaptor Cable	Plantronics HW251	\$140.00
Wired Noise Cancelling Headset with Adaptor Cable	Plantronics HW251N	\$160.00
Wall Mount - Essentials Desk - T41P Wall Mount Bracket		\$12.00
Wall Mount - Office - T46G Wall Mount Bracket		\$12.00
Wall Mount - Sidecar - EXP40 Wall Mount Bracket		\$12.00
<b>Handset Non-Return Fee -Commander Phone and Commander Key Phone (Purchased before November 5, 2020)</b>		
Handset Non-Return Fee - Essentials & Essentials Cordless Key		\$200.00
Handset Non-Return Fee - Office & Office Key		\$300.00
Handset Non-Return Fee - Executive & Executive Key		\$400.00
Handset Buy Out Fee - Commander Phone and Commander Key Phone		
Handset Buy Out Fee (available to cancelling customers only after 24 months)		\$50.00 per handset
<b>SIP TRUNKING SERVICES</b>		
		<b>Smart Extras</b>
Enhanced SIP user		\$4.95
- Required to purchase other user level Smart Extra's as per Commander Phone		
- Features equivalent to Commander Phone Executive		
<b>Setup, maintenance and cancellation</b>		
Channel upgrades (increase in number of channels)		\$0.00
Channel downgrades (reduction in number of channels)		\$100.00
<b>MOBILE VOICE SERVICES (ONCE-OFF CHARGES)</b>		
Replacement SIM		\$0.00
Change of Mobile Service Number (due to harassing, malicious or nuisance calls only)		\$35.00
Premium Mobile Number Selection		
- Silver		\$50.00
- Gold		\$100.00
- Platinum		\$200.00

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# SCHEDULE OF FEES & CHARGES cont.



CHARGE DESCRIPTION	CHARGE (INC. GST)
<b>DSL SERVICES (ONCE-OFF CHARGES)</b>	
Incorrect Call Out Fee DSL L2	\$99.00
Incorrect Call to Helpdesk DSL L2	\$55.00
DSL Incorrect Callout Attendance B/H	\$85.00
DSL Incorrect Callout Labour, Diagnosis & Testing	POD
<b>NBN CO. FEE FOR SERVICE CHARGES (ONCE-OFF CHARGES)</b>	
Labour Rate	\$82.50 per hour
Initial Non-Standard Installation	Labour Rate + Materials over and above Initial standard installation
Subsequent Installation	\$297.00 + Labour Rate + Materials over and above
nbn Professional Installation for FTTC & HFC	\$175.00
HFC/FTTC nbn™ connection box non-return fee	\$140.00
Professional Splitter Installation not at time of a Standard Installation for FTTB & FTTN	Labour Rate (min 3 hours) + Materials (min \$10.00)
No Fault Found (No Truck Roll Required)	\$55.00
No Fault Found (Truck Roll Required)	Labour Rate (min 2 hours)
No Fault Found (Truck Roll Required and Professional Splitter Installation) for FTTB & FTTN	Labour Rate (min 3.5 hours) + Materials (min \$10.00)
Late Cancellation (Site Visit Required) for FTTB, FTTN, FTTC & HFC	\$82.50
Missed Appointment for FTTB, FTTN, FTTC & HFC	\$82.50
Restoration	\$55.00
Incorrect Callout for FTTB, FTTN, FTTC & HFC	\$82.50
Voiceband Reinstatement for FTTB & FTTN	\$275.00
Transition Reversal for FTTB & FTTN	\$275.00
New Greenfield Development Charge	\$300.00
<b>NBN Value Added Features Charges</b>	
Priority Network Support 12	\$24.00
Priority Network Support 8	\$28.00
<b>ADDITIONAL IP ADDRESSES</b>	
Additional 4 IP Addresses	\$23.10
Additional 8 IP Addresses	\$38.50
Additional 16 IP Addresses	\$70.40
Additional 32 IP Addresses	\$117.70
Additional 64 IP Addresses	\$227.70
Additional 132 IP Addresses	\$431.20
Additional 256 IP Addresses	\$777.70
<b>ALL SERVICES</b>	
<b>Miscellaneous Fees and Charges</b>	
Paper Billing	\$2.95
Bill Reprints	\$5.50
Non-Preselect Fee (per account)	\$11.00
Change of Ownership (per PSTN service)	\$59.00
Change of Ownership (per ISDN2 Service)	\$118.00
Change of Ownership (per ISDN10 Service)	\$220.00
Late Payment Fee	\$22.00
Suspension Fee	\$30.00

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# SCHEDULE OF FEES & CHARGES cont.



CHARGE DESCRIPTION	CHARGE (INC. GST)
Payment by AMEX / Diners Card	2.89% surcharge
Payment by Visa / MasterCard	0.00% surcharge
Pay at Post Office	\$3.05
Cheque Processing Fee	\$2.75
Direct Debit Dishonoured Fee	\$11.00
BPAY Processing Fee	\$2.75
Cheque Dishonoured Fee	\$27.50
Non-Direct Debit Surcharge	\$3.95