SCHEDULE OF FEES & CHARGES



CHARGE DESCRIPTION	CHARGE (INC. GST)
Fixed Voice Services (PSTN and ISDN) (once-off charges)	
PSTN Connection Charges	
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
ISDN Connection Charges (once–off charges)	
New Connection for ISDN 2	\$356.9
New Connection for ISDN 10	\$2,238.5
New Connection for ISDN 20	\$3,025.0
New Connection for ISDN 30	\$3,388.0
Inplace Connection of ISDN 2 or ISDN 2 Enhanced	\$121.0
Activation of additional/idle 10 Channels on existing ISDN 10/20/30 service	\$907.5
Additional ISDN 2 at same time as first	\$250.0
ISDN Conversion Charges (once-off charges)	
Conversion from PSTN to ISDN2 or ISDN 2 Enhanced or ISDN2 Direct Indial (one service)	\$209.3
Conversion from ISDN2 to ISDN 2 Enhanced (one service) or ISDN with Multiple Number	\$209.3
PSTN Value Added Features Charges	
Messagebank	\$6.5
Messagebank Away	\$19.5
Messagebank Virtual	\$7.5
Line Hunt (per line)	\$5.5
Silent Line Non Business	\$4.9
CPE – Standard Residential Phone Rental	\$4.5
CPE – Calling Number Display Rental Touchphone	\$9.0
Number Redirection (postpaid) (per line)	\$30.0
Number Redirection (3 months prepaid)	\$33.0
Number Redirection (6 months prepaid)	\$66.0
Number Redirection (12 months prepaid)	\$130.0
Number Held for Call Diversion	\$29.9
Business Links	\$8.8
Loop metering	\$4.9
Call Control	\$4.0
Call Return	\$0.35 per co
Calling Number Display	\$7.1
Fax Duet Monthly Rental	\$9.0
	\$6.5
FaxStream FaxBank	
FaxStream FaxBank FaxStream Never Busy Fax	\$6.5

Abbreviated Dialling (1-8 numbers)



\$4.00

Abbreviated Dialling (1-8 numbers)	\$4.00
Abbreviated Dialling (9-40 numbers)	\$4.20
Abbreviated Dialling (9-60 numbers)	\$4.40
CHARGE DESCRIPTION	CHARGE (INC. GST)
ISDN Value Added Features Charges	
Charge for Direct Indial (per 100 number block)	\$65.00
Reservation of Numbers for ISDN 2 with Direct Indial and ISDN 10/20/30 (per 100 number block)	\$90.00
Line Hunt	\$5.50
Group Number Directory (GDN)	\$5.50
ISDN Auxiliary Number	\$4.50
ISDN 2 Calling Line Identification Presentation (CLIP)	\$9.50
ISDN 10/20/30 Calling Line Identification Presentation (CLIP) (per 2 Mbit/s link)	\$19.00
Extension Level Billing on ISDN 2 with Direct Indial (per Indial group)	\$19.00
Extension Level Billing on ISDN 10/20/30 (per Indial group)	\$90.00
Local Number Portability Administrative Charge (once-off charges)	
Per Number (simple port)	\$8.00
Analogue Indial Numbers	
- First Batch (up to 100 Numbers)	\$840.00
- Each Additional 100 Numbers (or part thereof)	\$387.00
FaxStream, MSN (Multiple Service Number)	
- First Batch (up to 2 numbers)	\$55.88
- Each Additional Number	\$4.27
Telstra Fee For Service (once-off charges)	
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)	\$92.00
All other times (After Hours)	\$292.00
Incorrect Callout Charge	
Attendance at your premises or another site	
Between 8am and 5pm Monday to Friday (except public holidays)	\$130.00
All other times (After Hours)	\$347.00
Labour Charge	
Labour charge for each 15 minute block or part thereof	
Between 8am and 5pm Monday to Friday (except public holidays)	\$38.00
All other times (After Hours)	\$55.00
Charge for each Fast Fix request	\$59.00
Materials Charge – you will be charged for any materials used.	POD
Inbound Services (once-off charges)	
Adds, Moves and Changes	\$40.00
Postcode Routing Configuration	\$1,000.00
RVA/IVR Recording	\$50.00
New 13 Number	\$1,100.00
Inbound Feature Charges	
Exchange Service Area Routing	\$175.00
Post Code Routing	\$450.00
Mobile Location Routing (MOLI)	\$450.00
RVA/IVR Service	\$20.00



Commander Phone and Commander Ko	ey Phone Services	
Smart Extras - Commander Phone and G	Commander Key Phone	
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 (Eg press 1 for sales, 2 for service etc)	(First one Free) \$10.00
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
CHARGE DESCRIPTION		CHARGE (INC. GST)

100 Number Kunge			\$55.00
HARGE DESCRIPTION		СНА	RGE (INC. GST)
Hardware – Commander Phone and Commander Key (purchased outright or via 24 month repayment option		Outright	MRO
Reception Sidecar (For Office T46G or Executive T48G)	Commander EXP40	\$129.00	\$7.95
Additional Cordless Handset (rings with first handset)	Commander W52H	\$99.00	\$5.95
8 Port POE Gig-E Switch	DLink DGS-1100-08P	\$190.00	\$12.00
24 Port POE Gig-E Switch	DLink DGS-1210-28P	\$690.00	\$32.00
24 Port PoE Gig-E Switch with Voice VLAN Support	DLink DGS-1510-28P	\$940.00	\$46.00
Wireless Headset Adaptor	EHS36	\$45.00	\$2.95
Wireless Headset with Electronic Switchhook Adaptor	Plantronics CS540	\$400.00	\$22.00
Wired Headset with Adaptor Cable	Plantronics HW251	\$140.00	\$8.00
Wired Noise Cancelling Headset with Adaptor Cable	Plantronics HW251N	\$160.00	\$9.00
Wall Mount - Essentials Desk - T41P Wall Mount Bracket		\$12.00	NA
Wall Mount - Office - T46G Wall Mount Bracket		\$12.00	NA
Wall Mount - Sidecar - EXP40 Wall Mount Bracket		\$12.00	NA
Handset Non-Return Fee - Commander Phone and Co	mmander Key Phone		
Handset Non-Return Fee - Essentials & Essentials Cordless Ke	У		\$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
Shipping and Handling Charges - Commander Phone	and Commander Key Phone		
Shipping and Handling			\$9.95 per item
Commander Smart Voice (including Smart Biz Fibre)	Charges (NBN Voice)		
Smart Voice Connection Charges (once-off charges)			
Set up Fee – 0 Month			\$59.00
Set up Fee – 24 Month			\$0.00
Valet NBN Site Inspection			\$199.00
Valet Installation			POA
Missed Appointment Fee			\$50.00



Smart Voice Value Added Features Charges	
Line Hunt (per line)	\$4.50
Calling Number Display	\$2.00
Voicemail Box (per user)	\$6.00
Local Number Portability Administrative Charge (once-off charges)	
Per Number (simple port)	\$8.00
Smart Voice Hardware Charges	
Commander Business Gateway	\$189.00
4 Port ATA	\$240.00
8 Port POE Gig-E Switch	\$190.00
Ethernet over Power Adaptor	\$149.00
Shipping and Handling Charges	
Commander Gateway by itself	\$19.95
All other items (and Gateway sent with any other item)	\$9.95 per item
CHARGE DESCRIPTION	CHARGE (INC. GST)
SIP Trunking Services	
Smart Extras	
Enhanced SIP user	\$4.95
- Required to purchase other user level Smart Extra's as per Commander Phone	
- Features equivalent to Commander Phone Executive	
Setup, maintenance and cancellation	
Setup Fee (24 month contract)	\$0.00
Setup Fee (0 month contract) Per channel	\$45.00
Moves, Adds, Changes fee per request	\$25.00
Channel upgrades (increase in number of channels)	\$0.00
Channel downgrades (reduction in number of channels)	\$100.00
Mobile Voice Services (once-off charges)	
SIM Replacement	\$29.95
Change of Mobile Service Number (due to harassing, malicious or nuisance calls only)	\$35.00
Premium Mobile Service Numbers	
Silver	\$50.00
Gold	\$100.00
Platinum	\$200.00
DSL (once-off charges)	
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
NBN Co Fee For Service Charges (once-off charges)	
Labour Rate	\$75.00 per hour
Initial Non Standard Installation (Fibre and Fixed Wireless)	Labour Rate + Materials over and above Initial
Standard Installation Professional Splitter Installation at time of a Standard Installation (FTTB)	Labour Rate (min 2 hours) + Materials (min \$10.00) \$270.00 + Labour Rate + Materials over
Subsequent Installation	\$270.00 + Labour Rate + Materials over and above



Initial Found (In Found (In Found (In Found)) (min \$10.00 No Fault Found (Truck Roll Required) \$50.00 No Fault Found (Truck Roll Required and Professional Splitter Installation) - FTTB Labour Rate (min 3.5 hours) + Materiali (min \$50.00 Late Cancellation (Site Visit Required) - FTTB \$75.00 Missed Appointment - FTTB \$75.00 Restoration CHARGE (INC. GST) Rapid Fibre Additional IP Addresses \$23.00 Additional & IP Addresses \$23.00 Additional & IP Addresses \$38.50 Additional & IP Addresses \$38.50 Additional & IP Addresses \$38.50 Additional IS IP Addresses \$38.50 Miscellaneous Fees and Charges \$38.50 Bill Reprints \$5.50 Non-peer Eleine (per account) \$5.50 Change of Lessee \$3.50		
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No Fault Found (Truck Roll Required and Professional Splitter Installation) - FTTB Labour Rate (min 3.5 hours) + Material (min \$10.00 Late Cancellation (Site Visit Required) - FTTB \$75.00 Missed Appointment - FTTB \$75.00 Restoration \$50.00 CHARGE DESCRIPTION CHARGE (INC. GST) Rapid Fibre Additional IP Addresses \$23.00 Additional 4 IP Addresses \$33.50 Additional 16 IP Addresses \$33.50 Additional 16 IP Addresses \$70.40 Additional 12 IP Addresses \$34.12 Additional 128 IP Addresses \$34.31 Additional 256 IP Addresses \$34.31 Additional 256 IP Addresses \$34.31 Additional 256 IP Addresses \$35.00 Miscellaneous Fees and Charges \$35.00 Miscellaneous Fees and Charges \$35.00 Bill Reprints \$35.00 50 IP Addresses \$35.00 4 Is Expressed Lesse \$35.00 Late Payment Fee \$35.00 Suspension Fee \$30.00 Payment by Visa / MosterCard \$1.37% surchard Poyment by Visa / Moste	No Fault Found (No Truck Roll Required)	\$50.00
No Fall Found (Incit Roll Required (Incit Roll Required) - FITB (min \$10.00 Late Cancellation (Site Visit Required) - FITB \$75.00 Missed Appointment - FITB \$75.00 Restoration CHARGE (INC. 687) Repid Fibre Additional IP Addresses \$23.00 Additional 4 IP Addresses \$23.00 Additional 8 IP Addresses \$38.50 Additional 16 IP Addresses \$70.40 Additional 25 IP Addresses \$343.12 Additional 25 IP Addresses \$431.21 Additional 25 IP Addresses \$343.22 Additional 25 IP Addresses \$327.70 All Services \$377.70 Miscellaneous Fees and Charges Paper Billing \$5.50 Bill Reprints \$5.50 Non-Preselect Fee (per account) \$11.00 Change of Lessee \$45.00 Late Payment Fee \$2.20 Supension Fee \$30.00 Payment by MAEX / Diners Card <td>No Fault Found (Truck Roll Required)</td> <td>Labour Rate (min 2 hours)</td>	No Fault Found (Truck Roll Required)	Labour Rate (min 2 hours)
Missed Appointment - FTTB \$75.00 Restoration \$50.00 CHARGE DESCRIPTION CHARGE (INC. GST) Rapid Fibre Additional IP Addresses \$23.00 Additional 4 IP Addresses \$38.50 Additional 16 IP Addresses \$38.50 Additional 32 IP Addresses \$70.40 Additional 32 IP Addresses \$227.77 Additional 128 IP Addresses \$31.77 Additional 256 IP Addresses \$43.120 Miscellaneous Fees and Charges \$2.99 Bill Reprints \$5.50 Non-Preselect Fee (per account) \$1.00 Change of Lessee \$45.00 Late Payment Fee \$30.00 Supension Fee \$30.00 Payment by Visa / MasterCard \$1.	No Fault Found (Truck Roll Required and Professional Splitter Installation) - FTTB	Labour Rate (min 3.5 hours) + Materials (min \$10.00)
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BPAY Processing Fee \$2.75 Cheque Dishonoured Fee \$27.50	Cheque Processing Fee	\$2.75
Cheque Dishonoured Fee \$27.50	Direct Debit Dishonoured Fee	\$11.00
	BPAY Processing Fee	\$2.75
Non Direct Debit Surcharge \$3.95	Cheque Dishonoured Fee	\$27.50
	Non Direct Debit Surcharge	\$3.95