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	\$356.95
New Connection for ISDN 10	\$2,238.50
New Connection for ISDN 20	\$3,025.00
New Connection for ISDN 30	\$3,388.00
Inplace Connection of ISDN 2 or ISDN 2 Enhanced	\$121.00
Activation of additional/idle 10 Channels on existing ISDN 10/20/30 service	\$907.50
Additional ISDN 2 at same time as first	\$250.00
ISDN Conversion Charges (once-off charges)	
Conversion from PSTN to ISDN2 or ISDN 2 Enhanced or ISDN2 Direct Indial (one service)	\$209.33
Conversion from ISDN2 to ISDN 2 Enhanced (one service) or ISDN with Multiple Number	\$209.33
PSTN Value Added Features Charges	
Messagebank	\$6.50
Messagebank Away	\$19.50
Messagebank Virtual	\$7.50
Line Hunt (per line)	\$5.50
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 cal
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



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 Prese	entation (CLIP) (per 2 Mbit/s link)	\$19.00
Extension Level Billing on ISDN 2 with Direct Inc	dial (per Indial group)	\$19.00
Extension Level Billing on ISDN 10/20/30 (per In	ndial 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	f)	\$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	e 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 par	t 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
Commander Phone and Commander Key	Phone Services	
Smart Extras - Commander Phone and Co	mmander 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
·	Incoming call queue in the cloud	
Cloud Q	(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
Train Group (1 cr Group)		
Fax2Email	Receive incoming Fax via Email	·
, , , , ,	Receive incoming Fax via Email Block of 10 Numbers	\$8.00
Fax2Email	·	\$8.00



CHARGE DESCRIPTION		CHAR	CHARGE (INC. GST)	
Hardware – Commander Phone and Commander Key F (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	N.A	
Wall Mount - Office - T46G Wall Mount Bracket		\$12.00	N.A	
Wall Mount - Sidecar - EXP40 Wall Mount Bracket		\$12.00	N.A	
Handset Non-Return Fee - Commander Phone and Cor	mmander Key Phone			
Handset Non-Return Fee - Essentials & Essentials Cordless Key	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 per handse	
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	e-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	



- 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 (2 month contract) \$0,000 Setup Fee (0 month contract) \$0,000 Moves, Adds, Changes fee per request \$25,000 Channel downgrades (reduction in number of channels) \$0,000 Channel downgrades (reduction in number of channels) \$0,000 Mobile Voice Services Mobile Voice Service Charges Voicemal (1 ger month) \$1,000 Situation \$1,000 Situatio	CHARGE DESCRIPTION	CHARGE (INC. GST)
Enhanced SIP user	SIP Trunking Services	
- 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 (2 month contract) Per channel (45,000 Setup Fee (2 month contract) Per channel (55,000 Setup Fee (0 month contract) Per channel (55,000 Moves, Adds, Changes fee per request (55,000 Channel downgrades (reduction in number of channels) (50,000 Mobile Voice Services Mobile Voice Service Charges Voicemal (1 per month) (51,000 Mobile Voice Service Charges Voicemal (1 per month) (51,000 Mobile Phone Number (1 per contract) (51,000 Mobile Voice Service Charges Voicemal (1 per month) (51,000 Mobile Phone Number (51,000 Mobi	Smart Extras	
Fetures equivalent to Commander Phone Executive Setup, maintenance and cancellation Setup Fee (24 month contract) Per channel \$45,000 Moves, Adds, Changes fee per request \$25,000 Channel lugardes (increase in number of channels) \$0,000 Channel downgrades (reduction in number of channels) \$100,000 Mobile Voice Service Charges Wobile Voice Service Charges Voicemail (per month) \$1,950 Change of Mobile Phone Number \$29,950 Change of Mobile Phone Number \$29,950 Change of Mobile Phone Number \$29,950 Change of Mobile Phone Number \$35,000 124 937 Directory Assistance Service Per Call (plus your plan call rates for the call duration/connected call) \$1,750 per research Results via SMS \$0.25 per message \$1,000 SDL (ance-off charges) Incorrect Call to Helpdesk DSL 12 \$9,900 SDL (ancerect Callout Hendance B/H \$85,000 SDL Incorrect Callout Labour, Diagnosis & Testing NBN Co Fee For Service Charges (once-off charges) Labour Rate \$75,000 per hour Labour Rate + Materials over and above initial Standard Installation Professional Splitter Installation not at time of a Standard Installation No Fault Found (No Truck Roll Required) \$50,000 No Fault Found (Truck Roll Required) - FTTB Missed Appointment - FTTB	Enhanced SIP user	\$4.95
Setup Fee (24 month contract) Setup Fee (24 month contract) Setup Fee (0 month contract) Setup Fee Fee Fee Fee Fee Fee Fee Fee Fee Fe	- Required to purchase other user level Smart Extra's as per Commander Phone	
Setup Fee (24 month contract) Per channel \$45.00 Moves, Adds, Changes fee per request \$25.00 Channel upgrades (increase in number of channels) \$25.00 Channel downgrades (reduction in number of changes) \$25.00 Change of Mobile Phone Number \$25.90 Change of Changes \$25.00 Change of Change of Change of Change of Change of Changes \$25.00 Change of Cha	- Features equivalent to Commander Phone Executive	
Setup Fee (0 month contract) Per channel \$45.00 Moves, Adds, Changes fee per request \$25.00 Channel luggrades (Increase in number of channels) \$80.00 Channel downgrades (reduction in number of channels) \$80.00 Channel of Division of Changes (Voicemail (per month) \$8.95 Change of Mobile Voice Service Charges Voicemail (per month) \$8.95 Change of Mobile Phone Number \$8.99.90 Change of Mobile Phone Number \$8.99.90 Change of Mobile Phone Number \$8.99.90 Change of Mobile Phone Number \$8.90 Change of Changes \$9.00 Change of Changes \$9.00 Change of Changes \$9.90 Change of Changes \$	Setup, maintenance and cancellation	
Moves, Adds, Changes fee per request \$25.00 Channel upgrades (increase in number of channels) \$0.00 Channel dwyngrades (reduction in number of channels) \$100.00 Channel dwyngrades (reduction in number of channels) \$1.95 Change of Mobile Voice Service Charges Woicemail deposit and retrieval costs as per applicable plan rate sheet) \$1.95 Change of Mobile Phone Number \$29.95 Change of Mobile Phone Number \$29.95 Change of Mobile Phone Number \$29.95 Change of Mobile Phone Number \$25.00 Change of Change Space Office Phone Number \$25.00 Change of Change Space Office Phone Number \$25.00 Change Space Phone Number \$25.00 Change Space Phone Number \$25.00 Change Space Phone Num	Setup Fee (24 month contract)	\$0.00
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Channel downgrades (reduction in number of channels) Mobile Voice Services Mobile Voice Service Charges Voicemail (per month) (Voicemail (per month) (Noicemail (per mont	Moves, Adds, Changes fee per request	\$25.00
Mobile Voice Service Charges Voicemail (per month) Stages Stages Voicemail (per month) Stages Stages Voicemail (per month) Stages Stages Stages Stages Stages Stages Stages Stages Change of Mobile Phone Number Stages Stages Change of Mobile Phone Number Stages Stages Per Call (plus your plan call rates for the call duration/connected call) Stages Per Call (plus your plan call rates for the call duration/connected call) Stages None-off charges Incorrect Call to Un Fee DSL L2 Stages Stages Stages Stages Stages None-off charges Stages Stages Stages Stages None-off charges Stages Stag	Channel upgrades (increase in number of channels)	\$0.00
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Change of Mobile Phone Number 933.00 124 937 Directory Assistance Service - Per Call (plus your plan call rates for the call duration/connected call) \$1.75 per call - Search Results via SMS \$0.25 per message DSL (once-off charges) Incorrect Call Out Fee DSL L2 \$99.00 Incorrect Call to Helpdesk DSL L2 \$95.00 DSL Incorrect Callout Attendance B/H \$85.00 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 limital 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) Subsequent Installation Professional Splitter Installation not at time of a Standard Installation Initial Standard Installation Professional Splitter Installation not at time of a Standard Installation No Fault Found (No Truck Roll Required) No Fault Found (Truck Roll Required) No Fault Found (Truck Roll Required and Professional Splitter Installation) - FTTB Missed Appointment - FTTB	(Voicemail deposit and retrieval costs as per applicable plan rate sheet)	
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Incorrect Call Out Fee DSL L2 \$99.00 Incorrect Call to Helpdesk DSL L2 \$95.00 DSL Incorrect Call to Helpdesk DSL L2 \$55.00 DSL 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) Subsequent Installation Initial Standard Installation Professional Splitter Installation not at time of a Standard Installation Initial Standard Installation Professional Splitter Installation not at time of a Standard Installation No Fault Found (No Truck Roll Required) Son Fault Found (Truck Roll Required and Professional Splitter Installation) - FTTB Missed Appointment - FTTB Interview Call Callogue Sport S	- Per Call (plus your plan call rates for the call duration/connected call)	\$1.75 per call
Incorrect Call Out Fee DSL L2 Incorrect Call to Helpdesk DSL L2 S55.00 DSL Incorrect Callout Attendance B/H S85.00 DSL Incorrect Callout Labour, Diagnosis & Testing POE NBN Co Fee For Service Charges (once-off charges) Labour Rate S75.00 per hour Initial Non Standard Installation (Fibre and Fixed Wireless) Standard Installation Professional Splitter Installation at time of a Standard Installation (FTTB) Subsequent Installation Initial Standard Installation Professional Splitter Installation not at time of a Standard Installation Initial Standard Installation Professional Splitter Installation not at time of a Standard Installation Initial Standard Installation Professional Splitter Installation not at time of a Standard Installation Initial Standard Installation Professional Splitter Installation not at time of a Standard Installation Initial Standard Installation Professional Splitter Installation not at time of a Standard Installation Initial Standard Installation Professional Splitter Installation not at time of a Standard Installation Initial Standard Installation Professional Splitter Installation not at time of a Standard Installation Initial Standard Installation Professional Splitter Installation not at time of a Standard Installation Initial Standard Installation Professional Splitter Installation Installation Initial Standard Installation	- Search Results via SMS	\$0.25 per message
Incorrect Call to Helpdesk DSL L2 DSL Incorrect Callout Attendance B/H DSL Incorrect Callout Labour, Diagnosis & Testing NBN Co Fee For Service Charges (once-off charges) Labour Rate Initial Non Standard Installation (Fibre and Fixed Wireless) Subsequent Installation Professional Splitter Installation at time of a Standard Installation (FTTB) Subsequent Installation Professional Splitter Installation not at time of a Standard Installation No Fault Found (No Truck Roll Required) No Fault Found (Truck Roll Required) - FTTB Missed Appointment - FTTB S75.00	DSL (once-off charges)	
DSL Incorrect Callout Attendance B/H DSL Incorrect Callout Labour, Diagnosis & Testing NBN Co Fee For Service Charges (once-off charges) Labour Rate Initial Non Standard Installation (Fibre and Fixed Wireless) Standard Installation Professional Splitter Installation at time of a Standard Installation (FTTB) Subsequent Installation Subsequent Installation Professional Splitter Installation not at time of a Standard Installation Initial Standard Installation Professional Splitter Installation not at time of a Standard Installation No Fault Found (No Truck Roll Required) No Fault Found (Truck Roll Required) No Fault Found (Truck Roll Required and Professional Splitter Installation) - FTTB Missed Appointment - FTTB S75.00 DSL Incorrect Callout Attendance B/H S75.00	Incorrect Call Out Fee DSL L2	\$99.00
DSL Incorrect Callout Labour, Diagnosis & Testing NBN Co Fee For Service Charges (once-off charges) Labour Rate Initial Non Standard Installation (Fibre and Fixed Wireless) Standard Installation Professional Splitter Installation at time of a Standard Installation (FTTB) Subsequent Installation Initial Standard Installation Professional Splitter Installation not at time of a Standard Installation Initial Standard Installation Professional Splitter Installation not at time of a Standard Installation No Fault Found (No Truck Roll Required) No Fault Found (Truck Roll Required) - FTTB Missed Appointment - FTTB	Incorrect Call to Helpdesk DSL L2	\$55.00
NBN Co Fee For Service Charges (once-off charges) Labour Rate \$75.00 per hour Initial Non Standard Installation (Fibre and Fixed Wireless) Standard Installation Professional Splitter Installation at time of a Standard Installation (FTTB) Subsequent Installation Subsequent Installation Initial Standard Installation Professional Splitter Installation not at time of a Standard Installation Initial Standard Installation Professional Splitter Installation not at time of a Standard Installation No Fault Found (No Truck Roll Required) No Fault Found (Truck Roll Required) No Fault Found (Truck Roll Required and Professional Splitter Installation) - FTTB Labour Rate (min 3 hours) + Materials (min \$10.00) Labour Rate (min 2 hours) Labour Rate (min 3.5 hours) + Materials (min \$10.00) Labour Rate (min 3.5 hours) + Materials (min \$10.00) Labour Rate (min 3.5 hours) + Materials (min \$10.00) Labour Rate (min 3.5 hours) + Materials (min \$10.00)	DSL Incorrect Callout Attendance B/H	\$85.00
Labour Rate Initial Non Standard Installation (Fibre and Fixed Wireless) Standard Installation Professional Splitter Installation at time of a Standard Installation (FTTB) Subsequent Installation Initial Standard Installation Initial Standard Installation Professional Splitter Installation not at time of a Standard Installation Initial Standard Installation Professional Splitter Installation not at time of a Standard Installation No Fault Found (No Truck Roll Required) No Fault Found (Truck Roll Required) No Fault Found (Truck Roll Required and Professional Splitter Installation) - FTTB Labour Rate (min 3.5 hours) + Materials (min \$10.00) Labour Rate (min 2 hours) Labour Rate (min 3.5 hours) + Materials (min \$10.00) Labour Rate (min 3.5 hours) + Materials (min \$10.00) Labour Rate (min 3.5 hours) + Materials (min \$10.00) Labour Rate (min 3.5 hours) + Materials (min \$10.00) Labour Rate (min 3.5 hours) + Materials (min \$10.00) Labour Rate (min 3.5 hours) + Materials (min \$10.00) Labour Rate (min 3.5 hours) + Materials (min \$10.00) Labour Rate (min 3.5 hours) + Materials (min \$10.00) Labour Rate (min 3.5 hours) + Materials (min \$10.00) Labour Rate (min 3.5 hours) + Materials (min \$10.00)	DSL Incorrect Callout Labour, Diagnosis & Testing	POD
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) Subsequent Installation Subsequent Installation Initial Standard Installation Professional Splitter Installation not at time of a Standard Installation No Fault Found (No Truck Roll Required) No Fault Found (Truck Roll Required) No Fault Found (Truck Roll Required and Professional Splitter Installation) - FTTB Labour Rate (min 3 hours) + Materials over and above (min \$10.00) Labour Rate (min 3 hours) + Materials over and above (min \$10.00) Labour Rate (min 3 hours) + Materials over and above (min \$10.00) Labour Rate (min 3 hours) + Materials over and above (min \$10.00) Labour Rate (min 3 hours) + Materials over and above (min \$10.00) Labour Rate (min 3 hours) + Materials (min \$10.00) Labour Rate (min 3.5 hours) + Materials (min \$10.00) Labour Rate (min 2 hours) Labour Rate (min 3.5 hours) + Materials (min \$10.00) Labour Rate (min 2 hours) Labour Rate (min 3.5 hours) + Materials (min \$10.00) Missed Appointment - FTTB	NBN Co Fee For Service Charges (once-off charges)	
Standard Installation Professional Splitter Installation at time of a Standard Installation (FTTB) Subsequent Installation Subsequent Installation Initial Standard Installation Professional Splitter Installation not at time of a Standard Installation Initial Standard Installation Professional Splitter Installation not at time of a Standard Installation No Fault Found (No Truck Roll Required) No Fault Found (Truck Roll Required) No Fault Found (Truck Roll Required and Professional Splitter Installation) - FTTB Labour Rate (min 3 hours) + Materials (min 2 hours) Labour Rate (min 2 hours) Labour Rate (min 3.5 hours) + Materials (min \$10.00) Labour Rate (min 3.5 hours) + Materials (min \$10.00) Labour Rate (min 3.5 hours) + Materials (min \$10.00) Labour Rate (min 3.5 hours) + Materials (min \$10.00) Labour Rate (min 3.5 hours) + Materials (min \$10.00) Labour Rate (min 3.5 hours) + Materials (min \$10.00)	Labour Rate	\$75.00 per hour
Subsequent Installation Subsequent Installation Initial Standard Installation Professional Splitter Installation not at time of a Standard Installation No Fault Found (No Truck Roll Required) No Fault Found (Truck Roll Required) No Fault Found (Truck Roll Required and Professional Splitter Installation) - FTTB Labour Rate (min 3 hours) + Materials (min \$10.00) Labour Rate (min 2 hours) Labour Rate (min 3.5 hours) + Materials (min \$10.00) Labour Rate (min 3.5 hours) + Materials (min \$10.00) Labour Rate (min 3.5 hours) + Materials (min \$10.00) Labour Rate (min 3.5 hours) + Materials (min \$10.00) Labour Rate (min 3.5 hours) + Materials (min \$10.00) Labour Rate (min 3.5 hours) + Materials (min \$10.00) Labour Rate (min 3.5 hours) + Materials (min \$10.00) Labour Rate (min 3.5 hours) + Materials (min \$10.00) Labour Rate (min 3.5 hours) + Materials (min \$10.00)	Initial Non Standard Installation (Fibre and Fixed Wireless)	Labour Rate + Materials over and above Initial
Initial Standard Installation Professional Splitter Installation not at time of a Standard Installation No Fault Found (No Truck Roll Required) No Fault Found (Truck Roll Required) No Fault Found (Truck Roll Required) No Fault Found (Truck Roll Required and Professional Splitter Installation) - FTTB Labour Rate (min 3 hours) + Materials (min 2 hours) Labour Rate (min 3.5 hours) + Materials (min \$10.00) Late Cancellation (Site Visit Required) - FTTB S75.00 Missed Appointment - FTTB	Standard Installation Professional Splitter Installation at time of a Standard Installation (FTTB)	Labour Rate (min 2 hours) + Materials (min \$10.00)
No Fault Found (No Truck Roll Required) No Fault Found (Truck Roll Required) No Fault Found (Truck Roll Required) No Fault Found (Truck Roll Required and Professional Splitter Installation) - FTTB Labour Rate (min 3.5 hours) + Materials (min \$10.00) Late Cancellation (Site Visit Required) - FTTB Missed Appointment - FTTB \$75.00	Subsequent Installation	\$270.00 + Labour Rate + Materials over and above
No Fault Found (Truck Roll Required) No Fault Found (Truck Roll Required and Professional Splitter Installation) - FTTB Labour Rate (min 3.5 hours) + Materials (min \$10.00) Late Cancellation (Site Visit Required) - FTTB Missed Appointment - FTTB \$75.00	Initial Standard Installation Professional Splitter Installation not at time of a Standard Installation	Labour Rate (min 3 hours) + Materials (min \$10.00)
No Fault Found (Truck Roll Required and Professional Splitter Installation) - FTTB Labour Rate (min 3.5 hours) + Materials (min \$10.00) Late Cancellation (Site Visit Required) - FTTB Missed Appointment - FTTB \$75.00	No Fault Found (No Truck Roll Required)	\$50.00
No Fault Found (Truck Roll Required and Professional Splitter Installation) - FTTB Labour Rate (min 3.5 hours) + Materials (min \$10.00) Late Cancellation (Site Visit Required) - FTTB Missed Appointment - FTTB \$75.00		Labour Rate (min 2 hours)
Late Cancellation (Site Visit Required) - FTTB \$75.00 Missed Appointment - FTTB \$75.00		Labour Rate (min 3.5 hours) + Materials (min \$10.00)
Missed Appointment - FTTB \$75.00	Late Cancellation (Site Visit Required) – FTTB	\$75.00
		\$75.00
	Restoration	\$50.00



CHARGE DESCRIPTION	CHARGE (INC. GST)
Rapid Fibre Additional IP Addresses	
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 128 IP Addresses	\$431.20
Additional 256 IP Addresses	\$777.70
All Services	
Miscellaneous Fees and Charges	
Paper Billing	\$2.95
Bill Reprints	\$5.50
Non-Preselect Fee (per account)	\$11.00
Change of Lessee	\$45.00
Late Payment Fee	\$22.00
Suspension Fee	\$30.00
Payment by AMEX / Diners Card	4.125% surcharge
Payment by Visa / MasterCard	1.375% surcharge
Pay By Post	\$2.75
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