

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 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

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	
Commander Phone and Commander Key Phone Services		
Smart Extras – Commander Phone and 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)		
	Outright	MRO	
Hardware – Commander Phone and Commander Key Phone (purchased outright or via 24 month repayment option 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 Commander Key Phone			
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 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	
Mobile Voice Service Charges	
Voicemail (per month)	\$1.95
(Voicemail deposit and retrieval costs as per applicable plan rate sheet)	
SIM Replacement	\$29.95
Change of Mobile Phone Number	\$35.00
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	\$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)
Subsequent Installation	\$270.00 + Labour Rate + Materials over and above
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 (No Truck Roll Required)	\$50.00
No Fault Found (Truck Roll Required)	Labour Rate (min 2 hours)
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	\$75.00
Missed Appointment - FTTB	\$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