

SCHEDULE OF FEES & CHARGES

CHARGE DESCRIPTION	CHARGE (INC. GST)
FIXED VOICE SERVICES (PSTN, ISDN AND INBOUND)	
PSTN Connection Charges (once-off charges)	
Inplace - Standard or Additional Connection	\$59
Inplace - Tech Visit - Standard Connection	\$125
Inplace - Tech Visit - Additional Connection	\$75.50
New Service/Connection - Standard Connection	\$299
Additional Connection with New Service	\$179
Messagebank Away Installation	\$44
Line Hunt Installation	\$46.20
Reconnection Fee from Temporary Service Disconnection	\$55
Connection to Socket	POD
PSTN Value Added Features Charges	
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
Number Redirection (postpaid) (per line)	\$30
Number Redirection (3 months prepaid)	\$33
Number Redirection (6 months prepaid)	\$66
Number Redirection (12 months prepaid)	\$130
Number Held for Call Diversion	\$29.95
Business Links	\$8.80
Loop metering	\$4.95
Call Control	\$4
Call Return	\$0.35 per call
Calling Number Display	\$7.15
Fax Duet Monthly Rental	\$9
FaxStream FaxBank	\$6.50
FaxStream Never Busy Fax	\$6.50
Remote Access	\$4
Abbreviated Dialling (1-8 numbers)	\$4
Abbreviated Dialling (9-40 numbers)	\$4.20
Abbreviated Dialling (9-60 numbers)	\$4.40
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)	\$95
All other times (After Hours)	\$296

CHARGE DESCRIPTION		CHARGE (INC. GST)	
Incorrect Callout Charge			
Attendance at your premises or another site			
Between 8am and 5pm Monday to Friday (except public holidays)		\$135	
All other times (After Hours)		\$354	
Labour Charge			
Labour charge for each 15-minute block or part thereof			
Between 8am and 5pm Monday to Friday (except public holidays)		\$40	
All other times (After Hours)		\$58	
Charge for each Fast Fix request		\$59	
Materials Charge - you will be charged for any materials used.		POD	
Inbound Services (once-off charges)			
Adds, Moves and Changes		\$40	
Postcode Routing Configuration		\$1,000	
RVA/IVR Recording		\$50	
New 13 Number		\$1,100	
Inbound Feature Charges			
Exchange Service Area Routing		\$175	
Post Code Routing		\$450	
Mobile Location Routing (MOLI)		\$450	
RVA/IVR Service		\$20	
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	
Smart Connect with Webex	Webex App for desktop and mobiles	\$0	
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	
Hunt Group (Per Group)	Automated call routing or ring group	(First one Free) \$8	
Fax2Email	Receive incoming Fax via Email	\$8	
10 Number Range	Block of 10 Numbers	\$16	
50 Number Range	Block of 50 Numbers	\$22	
100 Number Range	Block of 100 Numbers	\$33	
Hardware - (purchased outright or via 24-month repayment option MRO)			
		Outright	MRO
Reception Sidecar (For Office T46G or Executive T48G)	Commander EXP40	\$129	\$7.95
Reception Sidecar (For Office T54W)	Commander EXP50	\$135	\$8
8 Port POE Gig-E Switch	DLink DGS-1100-08PV2	\$210	\$10
24 Port POE Gig-E Switch	DLink DGS-1210-28P	\$690	\$32
24 Port PoE Gig-E Switch with Voice VLAN Support	DLink DGS-1250-28XMP	\$1150	\$50
2 Port ATA	OBI302	\$99	\$5
Commander Business Gateway	AR129	\$349	\$12

SCHEDULE OF FEES & CHARGES cont.

CHARGE DESCRIPTION		CHARGE (INC. GST)	
Commander Business Modem	Netcomm NL1901ACV	\$250	\$12
	TP Link VX420	\$250	\$12
Business Wi-Fi Booster	CloudMesh NS-01	\$129	\$6
Wall Mount - Sidecar - EXP40 Wall Mount Bracket		\$12	NA
Handsets (Purchased after November 5, 2020)			
W73H Essentials Cordless Handset and Base Station Bundle		\$199 or \$10/month for 24 months	
W73P Essentials Cordless Additional Handset (rings on same number as main handset)		\$99 or \$5.95/month for 24 months	
T53W Essentials Desk Phone		\$199 or \$10/month for 24 months	
T54W Office Desk Phone		\$249 or \$12/month for 24 months	
T48G Executive Desk Phone		\$299 or \$15/month for 24 months	
Handset Non-Return Fee -Commander Phone and Commander Key Phone (Purchased before November 5, 2020)			
Handset Non-Return Fee - Essentials & Essentials Cordless Key			\$200
Handset Non-Return Fee - Office & Office Key			\$300
Handset Non-Return Fee - Executive & Executive Key			\$400
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
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			
Channel upgrades (increase in number of channels)			\$0
Channel downgrades (reduction in number of channels)			\$100
MOBILE VOICE & MOBILE BROADBAND SERVICES			
Once-Off Charges			
Replacement SIM			\$0
Change of Mobile Service Number (due to harassing, malicious or nuisance calls only)			\$35
Mobile Voice Services - Other Charges			
Automatic Data Top Ups (eligible plans only)			\$10 per 1GB top up
National Video Calls			\$0.40 flagfall plus \$1 per minute
National Directory Assistance			\$0.50 per call
International Directory Assistance			\$1.10 per call
Premium Number Services			Pass Through Charge from 3rd Party Providers
International Mobile Roaming (PAYG)			Refer to: commander.com.au/support/mobiles
International Direct Dial Calls (PAYG)			Refer to: commander.com.au/support/mobiles
Mobile Broadband Services - Other Charges			
Automatic Data Top Ups (eligible plans only)			\$10 per 1GB top up
DSL SERVICES (ONCE-OFF CHARGES)			
Incorrect Call Out Fee DSL L2			\$99
Incorrect Call to Helpdesk DSL L2			\$55
DSL Incorrect Callout Attendance B/H			\$85
DSL Incorrect Callout Labour, Diagnosis & Testing			POD

CHARGE DESCRIPTION	CHARGE (INC. GST)
NBN CO. FEE FOR SERVICE CHARGES (ONCE-OFF CHARGES)	
Labour Rate	\$82.50 per hour
Non-Standard Installation (including Fibre Connect)	Labour Rate + Materials over and above standard installation
Subsequent Installation (Excluding Enterprise Ethernet)	\$297 + Labour Rate + Materials over and above
nbn Professional Installation for FTTC & HFC	\$175
HFC/FTTC nbn™ connection box non-return fee	\$140
Professional Splitter Installation not at time of a Standard Installation for FTTB & FTTN	Labour Rate (min 3 hours) + Materials (min \$10)
No Fault Found (No Truck Roll Required)	\$55
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)
Not In Attendance	\$82.50
Late Cancellation (Site Visit Required) for FTTB, FTTN, FTTC & HFC	\$82.50
Missed Appointment for FTTB, FTTN, FTTC & HFC	\$82.50
Restoration (Excluding Enterprise Ethernet)	\$55
Incorrect Callout for FTTB, FTTN, FTTC & HFC	\$82.50
Voiceband Reinstatement for FTTB & FTTN	\$275
Transition Reversal for FTTB & FTTN	\$275
New Greenfield Development Charge	\$300
Fibre Connect cancellation/downgrade fee	\$220
Enterprise Ethernet service modification	\$275
Standard installation Enterprise Ethernet	\$5500
Enterprise Ethernet cancellation charges	
- During the planning phase	\$825
- During the design phase	\$2255
- During the build phase or pre-delivery phase	\$8800
NBN Value Added Features Charges	
Priority Network Support 12	\$24
Priority Network Support 8	\$28
Priority Network Support 8 for Enterprise Ethernet	\$100
Priority Network Support 6 for Enterprise Ethernet	\$120
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 132 IP Addresses	\$431.20
Additional 256 IP Addresses	\$777.70
ALL SERVICES	
Miscellaneous Fees and Charges	
Paper Billing	\$2.95
Bill Reprints	\$5.50

SCHEDULE OF FEES & CHARGES cont.

CHARGE DESCRIPTION	CHARGE (INC. GST)
Non-Preselect Fee (per account)	\$11
Change of Ownership (per PSTN service)	\$59
Late Payment Fee	\$22
Suspension Fee	\$30
Payment by AMEX / Diners Card	2.89% surcharge
Payment by Visa / MasterCard	0% surcharge
Pay at Post Office	\$3.05
Cheque Processing Fee	\$2.75
Direct Debit Dishonoured Fee	\$11
BPAY Processing Fee	\$2.75
Cheque Dishonoured Fee	\$27.50