

# 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
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
<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
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
<b>ISDN Value Added Features Charges</b>	
Charge for Direct Indial (per 100 number block)	\$88
Reservation of Numbers for ISDN 2 with Direct Indial and ISDN 10/20/30 (per 100 number block)	\$122
Number Redirection Indial	\$109.95
Number Redirection (postpaid) (per channel)	\$30

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	
Extension Level Billing on ISDN 2 with Direct Indial (per Indial group)	\$27	
Extension Level Billing on ISDN 10/20/30 (per Indial group)	\$122	
<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	
All other times (After Hours)	\$296	
<b>Incorrect Callout Charge</b>		
Attendance at your premises or another site		
Between 8am and 5pm Monday to Friday (except public holidays)	\$135	
All other times (After Hours)	\$354	
<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	
All other times (After Hours)	\$58	
Charge for each Fast Fix request	\$59	
Materials Charge - you will be charged for any materials used.	POD	
<b>Inbound Services (once-off charges)</b>		
Adds, Moves and Changes	\$40	
Postcode Routing Configuration	\$1,000	
RVA/IVR Recording	\$50	
New 13 Number	\$1,100	
<b>Inbound Feature Charges</b>		
Exchange Service Area Routing	\$175	
Post Code Routing	\$450	
Mobile Location Routing (MOLI)	\$450	
RVA/IVR Service	\$20	
<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
Commander Mobility	Smart UC client for mobile	Free
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

# SCHEDULE OF FEES & CHARGES cont.

CHARGE DESCRIPTION		CHARGE (INC. GST)
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
Additional Cordless Handset (rings with first handset)	Commander W56H	\$99 \$5.95
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
8 Port ATA	OBI508	\$400 \$18
Commander Business Gateway	AR129	\$349 \$12
Commander Business Modem	NL1901ACV	\$250 -
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

# SCHEDULE OF FEES & CHARGES cont.

CHARGE DESCRIPTION	CHARGE (INC. GST)
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: <a href="http://commander.com.au/support/mobiles">commander.com.au/support/mobiles</a>
International Direct Dial Calls (PAYG)	Refer to: <a href="http://commander.com.au/support/mobiles">commander.com.au/support/mobiles</a>
<b>Mobile Broadband Services - Other Charges</b>	
Automatic Data Top Ups (eligible plans only)	\$10 per 1GB top up
<b>DSL SERVICES (ONCE-OFF CHARGES)</b>	
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
<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 (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
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
<b>NBN Value Added Features Charges</b>	
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

**SCHEDULE OF FEES & CHARGES** cont.

CHARGE DESCRIPTION	CHARGE (INC. GST)
<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
Change of Ownership (per PSTN service)	\$59
Change of Ownership (per ISDN2 Service)	\$118
Change of Ownership (per ISDN10 Service)	\$220
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