

# SCHEDULE OF FEES & CHARGES



CHARGE DESCRIPTION	CHARGE (INC. GST)
<b>Fixed Voice Services (PSTN and ISDN) (once-off charges)</b>	
<b>PSTN Connection Charges</b>	
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
<b>ISDN Connection Charges (once-off charges)</b>	
New Connection for ISDN 2	\$420.00
New Connection for ISDN 10	\$2,695.00
New Connection for ISDN 20	\$3,630.00
New Connection for ISDN 30	\$4,070.00
Inplace Connection of ISDN 2 or ISDN 2 Enhanced	\$140.00
In-place connection of ISDN 10/20/30 (per 2 Mbit/s link)	\$720.00
Activation of additional/idle 10 Channels on existing ISDN 10/20/30 service	\$1,100.00
Additional ISDN 2 at same time as first	\$360.00
<b>ISDN Conversion Charges (once-off charges)</b>	
Conversion from PSTN to ISDN2 or ISDN 2 Enhanced or ISDN2 Direct Indial (one service)	\$250.00
Conversion from ISDN2 to ISDN 2 Enhanced (one service) or ISDN with Multiple Number	\$250.00
Conversion from ISDN 2 or ISDN 2 Enhanced to ISDN 10/20/30 (for each 2 Mbit/s link)	\$1,100.00
<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	\$9.00
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

CHARGE DESCRIPTION	CHARGE (INC. GST)
Abbreviated Dialling (1-8 numbers)	\$4.00
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)	\$88.00
Reservation of Numbers for ISDN 2 with Direct Indial and ISDN 10/20/30 (per 100 number block)	\$122.00
Line Hunt	\$6.50
Group Number Directory (GDN)	\$5.50
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)	\$27.00
Extension Level Billing on ISDN 2 with Direct Indial (per Indial group)	\$27.00
Extension Level Billing on ISDN 10/20/30 (per Indial group)	\$122.00
<b>Local Number Portability Administrative Charge (once-off charges)</b>	
Per Number (simple port)	\$8.00
<b>Analogue Indial Numbers</b>	
First Batch (up to 100 Numbers)	\$840.00
Each Additional 100 Numbers (or part thereof)	\$387.00
<b>FaxStream, MSN (Multiple Service Number)</b>	
First Batch (up to 2 numbers)	\$59.00
Each Additional Number	\$8.00
<b>Centel Plus, Linehunt</b>	
First batch (up to 5 numbers)	\$59.00
Each additional number	\$8.00
<b>ISDN 10/20/30, ISDN 2 with Direct Indial</b>	
First batch (up to 100 numbers)	\$840.00
Each additional 100 numbers	\$387.00
<b>ISDN 2 and ISDN 2 Enhanced</b>	
First batch (up to 5 numbers)	\$55.88
Each additional number	\$4.27
<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)	\$95.00
All other times (After Hours)	\$296.00
<b>Incorrect Callout Charge</b>	
Attendance at your premises or another site	
Between 8am and 5pm Monday to Friday (except public holidays)	\$135.00
All other times (After Hours)	\$354.00
<b>Labour Charge</b>	
Labour charge for each 15 minute block or part thereof	
Between 8am and 5pm Monday to Friday (except public holidays)	\$40.00
All other times (After Hours)	\$58.00
Charge for each Fast Fix request	\$59.00
Materials Charge – you will be charged for any materials used.	POD

CHARGE DESCRIPTION	CHARGE (INC. GST)		
<b>Inbound Services (once-off charges)</b>			
Adds, Moves and Changes	\$40.00		
Postcode Routing Configuration	\$1,000.00		
RVA/IVR Recording	\$50.00		
New 13 Number	\$1,100.00		
<b>Inbound Feature Charges</b>			
Exchange Service Area Routing	\$175.00		
Post Code Routing	\$450.00		
Mobile Location Routing (MOLI)	\$450.00		
RVA/IVR Service	\$20.00		
<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	\$5.00	
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	
<b>Hardware - Commander Phone and Commander Key Phone (purchased outright or via 24 month repayment option MRO)</b>		<b>Outright</b>	<b>MRO</b>
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
<b>Handset Non-Return Fee - Commander Phone and Commander Key Phone</b>			
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)			\$50.00 per handset
<b>Shipping and Handling Charges - Commander Phone and Commander Key Phone</b>			
Shipping and Handling			\$9.95 per item

CHARGE DESCRIPTION	CHARGE (INC. GST)
<b>Commander Smart Voice (including Smart Biz Fibre) Charges (NBN Voice)</b>	
<b>Smart Voice Connection Charges (once-off charges)</b>	
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
<b>Smart Voice Value Added Features Charges</b>	
Line Hunt (per line)	\$4.50
Calling Number Display	\$2.00
Voicemail Box (per user)	\$6.00
<b>Local Number Portability Administrative Charge (once-off charges)</b>	
Per Number (simple port)	\$8.00
<b>Smart Voice Hardware Charges</b>	
Commander Business Gateway	\$189.00
4 Port ATA	\$240.00
8 Port POE Gig-E Switch	\$190.00
Ethernet over Power Adaptor	\$149.00
<b>Shipping and Handling Charges</b>	
Commander Gateway by itself	\$19.95
All other items (and Gateway sent with any other item)	\$9.95 per item
<b>SIP Trunking Services</b>	
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	
<b>Setup, maintenance and cancellation</b>	
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
<b>Mobile Voice Services (once-off charges)</b>	
SIM Replacement	\$29.95
Change of Mobile Service Number (due to harassing, malicious or nuisance calls only)	\$35.00
<b>Premium Mobile Service Numbers</b>	
Silver	\$50.00
Gold	\$100.00
Platinum	\$200.00
<b>DSL (once-off charges)</b>	
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

CHARGE DESCRIPTION	CHARGE (INC. GST)
<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	\$297.00 + Labour Rate + Materials over and above Initial Standard Installation
nbn Professional Installation for FTTC & HFC	\$175.00
Professional Splitter Installation at time of a Standard Installation for FTTB & FTTN	Labour Rate (min 2 hours) + Materials (min \$10)
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)   \$55.00	Labour Rate (min 2 hours)
No Fault Found (Truck Roll Required)   Labour Rate (min 2 hours)	Labour Rate (min 3.5 hours) + Materials (min \$10.00)
No Fault Found (Truck Roll Required and Professional Splitter Installation) for FTTB & FTTN	Labour Rate (min 3.5 hours) + Materials (min \$)
Late Cancellation (Site Visit Required) for FTTB, FTTN, FTTC & HFC	\$82.50
Missed Appointment for FTTB, FTTN, FTTC & HFC	\$82.50
Restoration	\$55.00
Incorrect Callout for FTTB, FTTN, FTTC & HFC	\$82.50
Voiceband Reinstatement for FTTB & FTTN	\$275.00
Transition Reversal for FTTB & FTTN	\$275.00
New Greenfield Development Charge	\$300.00
<b>Rapid Fibre 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 128 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)	\$11.00
Change of Ownership (per PSTN service)	\$59.00
Change of Ownership (per ISDN2 Service)	\$118.00
Change of Ownership (per ISDN10 Service)	\$220.00
Late Payment Fee	\$22.00
Suspension Fee	\$30.00
Payment by AMEX / Diners Card	2.89% surcharge
Payment by Visa / MasterCard	0.43% 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