

Schedule of Fees & Charges

Charge Description	Charge (INC.GST)
Cloud and SIP Voice	
IVR	First level free, \$16.50 thereafter
Fax to Email	\$15.00
Direct Indial (per number)	\$1.00
Direct Indial (per 50 number range)	\$30.00
Direct Indial (per 100 number range)	\$50.00
ATA Adaptor – 2 Port	\$220.00
Call Recording Feature (per user)	\$22.00
Porting Charges	
Port Reschedule <i>(simplex port – per number)</i>	\$25.00
Port Reschedule <i>(complex port – per batch)</i>	\$599.00
NBN Charges	
New Developments Charge	\$300.00
New Line Connection / Subsequent Installation	\$297.00
Service Transfer	\$30.00
Appointment Reschedule <i>(more than 24 hours' notice provided)</i>	\$30.00
Appointment Reschedule <i>(less than 24 hours' notice / no site access)</i>	\$100.00
Speed Change	\$18.00
FTTC Professional Installation	\$230.00
No Fault Found <i>(Without attendance)</i>	\$84.00
No Fault Found <i>(With attendance)</i>	\$250.00 minimum (depends on hours)
Incorrect Call Out Fee	\$100.00
Relocation Fee (no new contract)	\$150.00
Rental Equipment Non-Return Fees	
Draytek DV2135ac	\$309.00
Draytek DV2765ac	\$499.00
4G Router	\$260.00
Yealink – Cordless	\$200.00
Yealink – Basic Desk	\$230.00
Yealink – Premium Office	\$280.00
Mobile Services	
Automatic Data Top Ups <i>(eligible plans only)</i>	\$15.00 per 2GB top up
Service Activation	\$4.50 per service
Sim Postage	\$5.00
Sim Replacement (Lost / Stolen)	\$5.00
Opticomm Charges	
New Development Charge (first connection)	\$330.00
Connection Fee	\$109.00

Miscellaneous Fees and Charges	
Late Payment Fee	\$22.00
Credit Management Suspension Fee	\$30.00
Payment by Credit Card (<i>Mastercard / Visa</i>)	2% surcharge
Direct Debit Dishonor Fee	\$11.00
Service & IT Charges	
IT Call Out Fee (includes 30 mins)	\$198.00
Additional 30-minute increments	\$82.50
Service Request (includes 30 mins)	\$231.00
Additional 30-minute increments	\$104.50
Maintenance Client (includes 30 mins)	\$192.50
Additional 30-minute increments	\$82.50
Remote Service Request (30-minute increments)	\$104.50
Service Afterhours Rates (includes 1 hour)	\$660.00
Additional 1-hour increments	\$396.00
Parking Rates Minimum	\$5.00
Parking Rates Maximum	\$100.00
Restocking Fee	15% of purchase price