

# 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>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

# SCHEDULE OF FEES & CHARGES cont.



CHARGE DESCRIPTION		CHARGE (INC. GST)
<b>Incorrect Callout Charge (once-off charges)</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 (once-off charges)</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 (once-off charges)</b>		
	Exchange Service Area Routing	\$175
	Post Code Routing	\$450
	Mobile Location Routing (MOLI)	\$450
	RVA/IVR Service	\$20
<b>BUSINESS CONNECT</b>		
<b>Lines &amp; Call Usage</b>		
Line	Minimum requirement of 2 lines per account applies	\$20 each
	Standard Local Calls to AU fixed/mobile numbers	Free
	National Calls to AU fixed/mobile numbers	Free
	National Calls to AU 13/1300 numbers	\$0.44 per call
	International Direct Dial Calls	<a href="http://commander.com.au/support/office-phones/international-calls">commander.com.au/support/office-phones/international-calls</a>
<b>Smart Extras – Business Connect</b>		
Commander with Webex (softphone)	Webex App for desktop and mobiles	\$0
Reception Console	Receptionist Thin Client	\$75 per seat
Fax2Email	Receive incoming Fax via Email	\$8 per seat
Call Recording Standard	>30 days storage with up to 7 years compliance recording	\$15 per seat
Advanced Analytics	Includes reporting, analytics, wallboards, dashboards, plus auto email scheduling of reports	\$75 per seat
Call Centre Analytics	Includes live call queue reporting, wallboards, dashboards	\$95 per seat
Wallboard	Projection License Key per device	\$15 per device
<b>Group Features – Business Connect</b>		
Hunt Group	Automated call routing or ring group	Free
Enhanced Hunt Group	Bolt-on that enables additional features with Hunt Groups (e.g. voicemail)	Free
Auto Attendant (Aka. Auto Receptionist)	Automated IVR (e.g. press 1 for sales, 2 for service etc)	Free
Queue	Incoming call queue in the cloud (Basic, Standard or Premium – plan dependent)	Free

# SCHEDULE OF FEES & CHARGES cont.



<b>Handsets - Purchased Outright or via Monthly Repayment Option (MRO)</b>		<b>Outright (once-off)</b>	<b>MRO (24Mths)</b>	<b>MRO (36Mths)</b>
T54W Desk Phone (colour display)		\$459	\$21	\$15
T53W Desk Phone (mono display)		\$359	\$16	\$11
W73P Cordless Phone with Base Station		\$309	\$14	\$10
W73H Cordless Phone (additional handset - rings on same number as main handset)		\$199	\$9	\$6
<b>Optional Hardware - Purchased Outright or via Monthly Repayment Option</b>		<b>Outright (once-off)</b>	<b>MRO (24Mths)</b>	<b>MRO (36Mths)</b>
IP Phone Expansion Module (LCD)	EXP50 (Aka. Reception Sidecar)	\$239	\$11	\$8
Wall Mount Bracket (T53W/T54W)		\$10	N/A	N/A
Power Supply 5V2A (T53W/T54W)		\$15	N/A	N/A
<b>BUSINESS PHONE SERVICES</b>				
<b>Smart Extras – Business Phone</b>				
Commander with Webex (softphone)	Webex App for desktop and mobiles			\$0
Reception Console	Receptionist Thin Client			\$75
Fax2Email	Receive incoming Fax via Email			\$8
Auto Receptionist (aka. Auto Attendant)	Automated IVR (e.g. press 1 for sales, 2 for service etc)		(first one free)	\$10
Hunt Group	Automated call routing or ring group		(first one free)	\$8
Enhanced Hunt Group	Bolt-on that enables additional features with Hunt Groups (e.g. voicemail)			\$3
Cloud Q	Incoming call queue in the cloud (includes 2x user access)			\$10
Cloud Q Access	Additional Cloud Q user access			\$5
Base Analytics	Includes reporting, analytics, wallboards, dashboards, plus ability to download reports			\$25 per service
Advanced Analytics	Includes reporting, analytics, wallboards, dashboards, plus auto email scheduling of reports			\$75 per service
<b>Handsets - Purchased Outright or via Monthly Repayment Option</b>		<b>Outright (once-off)</b>	<b>MRO (24Mths)</b>	<b>MRO (36Mths)</b>
T54W Desk Phone (colour display)		\$459	\$21	\$15
T53W Desk Phone (mono display)		\$359	\$16	\$11
W73P Cordless Phone with Base Station		\$309	\$14	\$10
W73H Cordless Phone (additional handset - rings on same number as main handset)		\$199	\$9	\$6
<b>Optional Hardware - Purchased Outright or via Monthly Repayment Option</b>		<b>Outright (once-off)</b>	<b>MRO (12Mths)</b>	<b>MRO (24Mths)</b>
IP Phone Expansion Module (LCD)	EXP50 (Aka. Reception Sidecar)	\$239	N/A	\$11
Wall Mount Bracket (T53W/T54W)		\$10	N/A	N/A
Power Supply 5V2A (T53W/T54W)		\$15	N/A	N/A
2 Port ATA	Grandstream HT812	\$99	\$10	N/A
8 Port ATA	Grandstream HT818	\$260	\$24	N/A
Commander Business Modem	TP Link VX420	\$220	\$20	N/A
Business Wi-Fi Booster	TP Link HX510	\$110	\$10	\$5
<b>BUSINESS SIP SERVICES</b>				
<b>Smart Extras – Business SIP</b>				
Enhanced SIP user	Includes features equivalent to Business Phone Executive			\$5
Fax2Email	Receive incoming Fax via Email - requires Enhanced SIP User			\$8
Auto Receptionist (aka. Auto Attendant)	Automated IVR (e.g. press 1 for sales, 2 for service etc)		(first one free)	\$10
Hunt Group	Automated call routing or ring group		(first one free)	\$8

# SCHEDULE OF FEES & CHARGES cont.



Enhanced Hunt Group	Bolt-on that enables additional features with Hunt Groups (e.g. voicemail)	\$3
Cloud Q	Incoming call queue in the cloud (includes 2x user access)	\$10
Cloud Q Access	Additional Cloud Q user access	\$5
<b>Setup, Maintenance &amp; Cancellation</b>		
Channel upgrades (increase in number of channels)		\$0
Channel downgrades (reduction in number of channels)		\$100
<b>NUMBER RANGES – BUSINESS CONNECT, BUSINESS PHONE &amp; BUSINESS SIP SERVICES</b>		
10 Number Range	Block of 10 Numbers	\$16
50 Number Range	Block of 50 Numbers	\$22
100 Number Range	Block of 100 Numbers	\$33
<b>MOBILE VOICE &amp; MOBILE BROADBAND SERVICES</b>		
<b>Once-Off Charges</b>		
Replacement SIM		\$0
Change of Mobile Service Number (due to harassing, malicious or nuisance calls only)		\$35
<b>Mobile Voice Services – Other Charges</b>		
Automatic Data Top Ups (eligible plans only)		\$10 per 1GB top up
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</b>		
<b>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</b>		
<b>Once-Off Charges</b>		
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

# SCHEDULE OF FEES & CHARGES cont.



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 Relocation Fees	
12 Month Contract	\$5500
24 Month Contract	\$1375
36 Month Contract	\$0
+ any Fibre Build costs for the new site if applicable	
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	\$20
Priority Network Support 12 (90 Day Trial)	\$80
Priority Network Support 8	\$28
Priority Network Support 8 for Enterprise Ethernet	\$100
Priority Network Support 6 for Enterprise Ethernet	\$120
<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
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

# SCHEDULE OF FEES & CHARGES cont.



---

Cheque Dishonoured Fee

\$27.50

---