SCHEDULE OF FEES & CHARGES

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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

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CHARGE DESCRIPTION		CHARGE (INC. GST)
Incorrect Callout Charge (once-off charges)		
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 (once-off charges)		
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 (once-off charges)		
Exchange Service Area Routing		$175
Post Code Routing		$450
Mobile Location Routing (MOLI)		$450
RVA/IVR Service		$20
BUSINESS CONNECT		
Lines & Call Usage		
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	commander.com.au/support/office-phones/international-calls	
Smart Extras – Business Connect		
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
Group Features – Business Connect		
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

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Handsets - Purchased Outright or via Monthly Repayment Option (MRO)		Outright (once-off)	MRO (24)	MRO (36)
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
Optional Hardware - Purchased Outright or via Monthly Repayment Option		**Outright (once-off)**	**MRO (24)**	**MRO (36)**
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

BUSINESS PHONE SERVICES

Smart Extras – Business Phone

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

Handsets - Purchased Outright or via Monthly Repayment Option		Outright (once-off)	MRO (24)	MRO (36)
T54W Desk Phone (colour display)		$459	$21	$15
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Optional Hardware - Purchased Outright or via Monthly Repayment Option		**Outright (once-off)**		**MRO (24)**
IP Phone Expansion Module (LCD)	EXP50 (Aka. Reception Sidecar)	$239		$11
Wall Mount Bracket (T53W/T54W)		$10		N/A
Power Supply 5V2A (T53W/T54W)		$15		N/A
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 Modem	TP Link VX420	$220		$10
Business Wi-Fi Booster	TP Link HX510	$110		$5

BUSINESS SIP SERVICES

Smart Extras – Business SIP

Enhanced SIP user	Includes features equivalent to Commander Phone Executive	$5
Fax2Email	Receive incoming Fax via Email - requires Enhanced SIP User	$8

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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

Setup, Maintenance & Cancellation	
Channel upgrades (increase in number of channels)	$0
Channel downgrades (reduction in number of channels)	$100

NUMBER RANGES – BUSINESS CONNECT, BUSINESS PHONE & BUSINESS SIP SERVICES		
10 Number Range	Block of 10 Numbers	$16
50 Number Range	Block of 50 Numbers	$22
100 Number Range	Block of 100 Numbers	$33

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 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

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 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

NBN Value Added Features Charges

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

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
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

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Cheque Processing Fee	$2.75
Direct Debit Dishonoured Fee	$11
BPAY Processing Fee	$2.75
Cheque Dishonoured Fee	$27.50

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