

## Appendix: Schedule of Fees and Charges

VALUE ADDED SERVICES AND OPTIONAL FEATURES (PSTN)	Monthly	Set-Up Fee
MessageBank	\$7.38	\$0.00
MessageBank Virtual	\$7.38	\$0.00
MessageBank Away	\$20.30	\$54.12
Call Forward (selected callers)	\$2.71	\$0.00
Call Forward (set the time)	\$4.07	\$0.00
Call Control	\$3.70	\$0.00
Abbreviated Dialling (1-60 numbers)	\$3.70	\$0.00
Abbreviated Dialling (9-40 numbers)	\$0.00	\$0.00
Abbreviated Dialling (9-60 numbers)	\$0.00	\$0.00
Silent Number	\$3.60	\$0.00
Calling Number Display	\$7.38	\$0.00
Multiple Number	\$7.38	\$0.00
Fax Duet	\$7.38	\$0.00
Line Hunt/Rotary	\$6.15	\$58.21
Smart Ring	\$5.41	\$0.00
PSTN Number Reservation	\$11.95	\$0.00
Call Diversion Number Only (CDNO)*	\$30.69	\$97.17
Number Redirection (Pay as You Go)#	\$36.89	\$0.00
Number Redirection (pre-paid for 3 months - total charge)#	\$40.59	\$0.00
Number Redirection (pre-paid for 6 months - total charge)#	\$81.18	\$0.00
Number Redirection (pre-paid for 12 months - total charge)#	\$159.89	\$0.00
Change of Service Number	\$0.00	\$46.00
PSTN Fee for non fault diversion -connection	\$0.00	\$67.65
PSTN FEE for non fault diversion -cancellation	\$0.00	\$67.65

Incorrect Attendance:		
Attendance at your premises or another site: between 8am and 5pm Monday to Friday (except Public Holidays)	\$0.00	\$104.54
All other times (after hours)	\$0.00	\$332.10

Labour Diagnosis & Testing Charge		
Attendance at your premises or another site: between 8am and 5pm Monday to Friday (except Public Holidays)	\$0.00	\$43.06
All other times (after hours)	\$0.00	\$61.50

\* standard charges apply for all diverted calls

# standard charges apply for all diverted calls except some local charge zone



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VALUE ADDED SERVICES AND OPTIONAL FEATURES (ISDN)	Monthly	Set-Up Fee
Call Barring	\$0.00	\$0.00
Call Waiting	\$0.00	\$0.00
Call Forward	\$0.00	\$0.00
Calling Line Identification Restriction (CLIR)	\$0.00	\$0.00
Line Hunt Group Directory Number (GDN)	\$5.41	\$0.00
Line Hunt - per month per service	\$6.15	\$0.00
Call Control	\$4.07	\$0.00
Multiple Number - per month per number	\$5.41	\$0.00
Calling Number Display (Calling Line Presentation)	\$10.15	\$0.00
Malicious Call Identification/Trace	\$6.77	\$0.00
Advice of Charge	\$13.53	\$0.00
Call Transfer	\$9.23	\$0.00
Operator Connect Diversion	\$13.53	\$0.00
Extension Level Billing	\$22.76	\$0.00
User to User Messaging 1	\$13.53	\$0.00
User to User Messaging 3	\$27.06	\$0.00
100 Number Direct In-Dial (DID)	\$76.88	\$0.00
Enquiry Conference	\$4.07	\$0.00
Number Redirection (Pay As You Go) - per 100 number block	\$135.23	\$97.17
Number Redirect Indial	\$135.23	\$0.00
ISDN Fee for non-fault Diversion -connection	\$0.00	\$270.60

PHONE LINE CONNECTIONS (PSTN)	First Service	Additional Services
<b>In-place telephone line connection</b> (A working telephone socket exists from a previous connection and a Telstra technician is not required to visit the premises.)	\$72.57	\$72.57
<b>In-place telephone line connection with technician visit</b> (A previous telephone service existed at your business premises and a Telstra technician is required to visit your business property/premises to reconnect existing suitable cabling at the Main Distribution Frame (MDF) or first socket where no Main Distribution Frame exists.)	\$153.75	\$92.88
<b>New Telephone Line Connection</b> (A telephone service has not previously been connected at your property or premises, although we may have previously installed cabling to your property or premises and you may be able to hear a dial tone.)	\$367.78	\$220.18
<b>New Telephone Line Connection with a technician visit with cabling work</b> (A previous telephone service existed at your property or premises and one of our technicians is required to visit your property or premises to install and/or work on the cabling up to the Main Distribution Frame or first socket where no Main Distribution Frame exists.)	\$367.77	\$220.44

<b>PHONE LINE CONNECTIONS (ISDN)</b>	<b>First Service</b>	<b>Additional Services</b>
ISDN Home Service new connection	\$367.77	
ISDN Home Service conversion from existing PSTN connection	\$367.77	
ISDN2/Enhanced service new connection	\$439.05	\$372.07
ISDN2/Enhanced service conversion from existing PSTN connection	\$257.48	
10 channel service new connection	\$2,766.79	
20 channel service new connection	\$3,738.90	
30 channel service new connection	\$4,187.57	
Extra 10 channels in existing service	\$1,116.23	
Conversion to PSTN from ISDN2	\$233.71	
Emergency Diversion ISDN	\$270.60 per diversion	

<b>MISCELLANEOUS FEES &amp; CHARGES</b>	
Paper Billing	\$4.00
Bill Reprint	\$5.00
Non-Preselect Fee (per account)	\$15.00
Change of Ownership Fee	\$60.48
Late Payment	\$19.00
Payment by Amex/Diners card	4% surcharge
Payment by Visa/Mastercard	2% surcharge
Pay by Post	\$4.00
BPAY Payment Surcharge	\$4.00
Cheque Processing Fee	\$4.00
Suspension Fee	\$30.00
Reconnection Fee	\$75.00
Declined Credit Card/Bank Direct Debit Fee	\$4.00
Cheque Dishonoured Fee	\$20.00

\*Please note that all rates are GST inclusive.