

SCHEDULE OF FEES & CHARGES

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

CHARGE DESCRIPTION	CHARGE (INC. GST)
Incorrect Callout Charge	
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	
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	
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
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
Fax2Email	Receive incoming Fax via Email \$8 per seat
Group Features - Business Connect	
Hunt Group	Automated call routing or ring group Free
Enhanced Hunt Group	Includes additional features (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.

Handsets - Purchased Outright or via Monthly Repayment Option		Outright	MRO (24)	MRO (36)
T54W Desk Phone (colour display)		\$459 upfront	\$21/month	\$15/month
T53W Desk Phone (mono display)		\$359 upfront	\$16/month	\$11/month
W73P Cordless Phone with Base Station		\$309 upfront	\$14/month	\$10/month
W73H Cordless Phone (additional handset - rings on same number as main handset)		\$199 upfront	\$9/month	\$6/month
Optional Hardware - Purchased Outright or via Monthly Repayment Option		Outright	MRO (24)	MRO (36)
IP Phone Expansion Module (LCD)		\$239 upfront	\$11/month	\$8/month
Wall Mount Bracket		\$10 upfront	N/A	N/A
COMMANDER PHONE AND COMMANDER KEY PHONE SERVICES				
Smart Extras - Commander Phone and Commander Key Phone				
Key Account (Key Phone Only)	Shared account per advertised number			\$5
Commander with Webex (softphone)	Webex App for desktop and mobiles			\$0
Reception Console	Receptionist Thin Client			\$75
Cloud Q	Incoming call queue in the cloud (includes 2 x Access)			\$10
Cloud Q Access	Additional Cloud Q user access			\$5
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	Enables additional features with Hunt Groups (bolt-on)			\$3
Fax2Email	Receive incoming Fax via Email			\$8
10 Number Range	Block of 10 Numbers			\$16
50 Number Range	Block of 50 Numbers			\$22
100 Number Range	Block of 100 Numbers			\$33
Handsets - Purchased Outright or via Monthly Repayment Option		Outright	MRO (24)	
T54W Office Desk Phone		\$249	\$12	
T53W Essentials Desk Phone		\$199	\$10	
W73P Essentials Cordless Handset and Base Station Bundle		\$199	\$10	
W73H Essentials Cordless Additional Handset (rings on same number as main handset)		\$99	\$5.95	
Optional Hardware - Purchased Outright or via Monthly Repayment Option		Outright	MRO (24)	
Reception Sidecar (For Office T54W)	Commander EXP50	\$135	\$8	
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	\$250 upfront	\$12/month	
Handset Non-Return Fee - Commander Phone and Commander Key Phone (if purchased before November 5, 2020)				
Handset Non-Return Fee - Essentials & Essentials Cordless Key				\$200
Handset Non-Return Fee - Office & Office Key				\$300
Handset Non-Return Fee - Executive & Executive Key				\$400
Handset Buy Out Fee - Commander Phone and Commander Key Phone				
Handset Buy Out Fee (available to cancelling customers only after 24 months)				\$50 per handset

SIP TRUNKING SERVICES	
Smart Extras - SIP Trunking	
Enhanced SIP user	\$5
- Required to purchase other user level Smart Extra's as per Commander Phone	
- Features equivalent to Commander Phone Executive	
Setup, maintenance, and cancellation	
Channel upgrades (increase in number of channels)	\$0
Channel downgrades (reduction in number of channels)	\$100
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

SCHEDULE OF FEES & CHARGES cont.

New Greenfield Development Charge	\$300
Fibre Connect cancellation/downgrade fee	\$220
Enterprise Ethernet service modification	\$275
Standard installation Enterprise Ethernet	\$5500
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	\$24
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
Cheque Processing Fee	\$2.75
Direct Debit Dishonoured Fee	\$11
BPAY Processing Fee	\$2.75
Cheque Dishonoured Fee	\$27.50