

SCHEDULE OF FEES & CHARGES



CHARGE DESCRIPTION	CHARGE (INC. GST)
FIXED VOICE SERVICES (PSTN AND INBOUND)	
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	\$9.00
Number Redirection (postpaid) (per line)	\$30.00
Number Redirection (3 months prepaid)	\$33.00
Number Redirection (6 months prepaid)	\$66.00
Number Redirection (12 months prepaid)	\$130.00
Number Held for Call Diversion	\$29.95
Business Links	\$8.80
Loop metering	\$4.95
Call Control	\$4.00
Call Return	\$0.35 per call
Calling Number Display	\$7.15
Fax Duet Monthly Rental	\$9.00
FaxStream FaxBank	\$6.50
FaxStream Never Busy Fax	\$6.50
Remote Access	\$4.00
Abbreviated Dialling (1-8 numbers)	\$4.00
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)	\$95.00
- All other times (After Hours)	\$296.00
Incorrect Callout Charge (once-off charges)	
Attendance at your premises or another site	
- Between 8am and 5pm Monday to Friday (except public holidays)	\$135.00
- All other times (After Hours)	\$354.00
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)	\$40.00
- All other times (After Hours)	\$58.00
- Charge for each Fast Fix request	\$59.00
- Materials Charge – you will be charged for any materials used.	POD

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CHARGE DESCRIPTION		CHARGE (INC. GST)	
Inbound Services (once-off charges)			
Adds, Moves and Changes		\$40.00	
Postcode Routing Configuration		\$1,000.00	
RVA/IVR Recording		\$50.00	
New 13 Number		\$1,100.00	
Inbound Feature Charges (once-off charges)			
Exchange Service Area Routing		\$175.00	
Post Code Routing		\$450.00	
Mobile Location Routing (MOLI)		\$450.00	
RVA/IVR Service		\$20.00	
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	Free	
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	
Line Park (per line)	Ability to park calls against a shared line (virtual seat) that is visible across multiple devices to pick up (i.e. predefined list)	(first three free) \$5	
Handsets – Purchased Outright or via Monthly Repayment Option (MRO)		Outright (once-off)	MRO (24Mths) MRO (36Mths)
T53W Desk Phone (mono display)		\$359	\$16 \$11
T54W Desk Phone (colour display)		\$459	\$21 \$15
T57W Desk Phone (touchscreen display)		\$559	\$26 \$18
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 (24Mths) MRO (36Mths)
IP Phone Expansion Module (LCD)	EXP50 (Aka. Reception Sidecar)	\$239	\$11 \$8
Wall Mount Bracket (T53W/T54W)		\$10	N/A N/A

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CHARGE DESCRIPTION		CHARGE (INC. GST)	
Power Supply 5V2A (T53W/T54W/T57W)		\$15	N/A
BUSINESS PHONE SERVICES			
Smart Extras – Business Phone			
Commander with Webex (softphone)	Webex App for desktop and mobiles		Free
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 (24Mths)
T53W Desk Phone (mono display)		\$359	\$16
T54W Desk Phone (colour display)		\$459	\$21
T57W Desk Phone (touchscreen display)		\$559	\$26
W73P Cordless Phone with Base Station		\$309	\$14
W73H Cordless Phone (additional handset – rings on same number as main handset)		\$199	\$9
Optional Hardware – Purchased Outright or via Monthly Repayment Option		Outright (once-off)	MRO (12Mths)
IP Phone Expansion Module (LCD)	EXP50 (Aka. Reception Sidecar)	\$239	N/A
Wall Mount Bracket (T53W/T54W)		\$10	N/A
Power Supply 5V2A (T53W/T54W/T57W)		\$15	N/A
2 Port ATA	Grandstream HT812	\$99	\$10
8 Port ATA	Grandstream HT818	\$260	\$24
Commander Business Modem	TP Link VX420	\$220	\$20
Business Wi-Fi Booster	TP Link HX510	\$110	\$10
BUSINESS SIP SERVICES			
Smart Extras – Business SIP			
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
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)			Free
Channel downgrades (reduction in number of channels)			\$100

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CHARGE DESCRIPTION		CHARGE (INC. GST)
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		Free
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

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CHARGE DESCRIPTION	CHARGE (INC. GST)
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	Free
+ any Fibre Build costs for the new site if applicable	
Enterprise Ethernet cancellation charges	
- During the planning phase	\$825
- During the design phase	\$2255.00
- During the build phase or pre-delivery phase	\$8800.00
NBN Value Added Features Charges	
Priority Network Support 12	\$20.00
Priority Network Support 12 (90 Day Trial)	\$180.00
Priority Network Support 8	\$30.00
Priority Network Support 8 for Enterprise Ethernet	\$100.00
Priority Network Support 6 for Enterprise Ethernet	\$120.00
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)	\$11.00
Change of Ownership (per service)	\$59.00
Late Payment Fee	\$22.00
Suspension Fee	\$30.00
Payment by AMEX / Diners Card	2.89% surcharge
Payment by Visa / MasterCard	0% surcharge
Pay at Post Office (Australia Post)	\$3.05
- Cheque Processing Fee	\$4.26
- EFTPOS Processing Fee	\$0.21
Direct Debit Dishonoured Fee	\$11.00
BPAY Processing Fee	\$2.75
Cheque Dishonoured Fee	\$27.50