



## SCHEDULE OF FEES & CHARGES

Effective: 5 March 2018

### Account / Billing Fees & Charges

Per Bill or Per Payment, unless stated otherwise

Charge Description	Charge Fee (Inc. GST)
Email Billing	No Fee
Paper Billing	\$2.50 per bill
Bill Reprints	\$3.50 per bill reprint
Payment Fees & Charges	
EFT – Bank Transfer / Direct Deposit	No Fee
Direct Debit	
Direct Debit from Bank Account	No Fee
Direct Debit from Credit Card	
Visa / MasterCard	2.2% processing fee
AMEX / Diners	4.4% processing fee
BPAY	\$2.50 per payment, processing fee
Payment over the phone or online	
Payment by Visa / MasterCard	2% processing fee
Payment by AMEX / Diners Card	2% processing fee
PayPal	2% processing fee
Pay by Post	Not Available
Dishonour Fees	
Direct Debit Dishonour Fee	\$15.00 per dishonour
Chargeback Fee	\$40.00 per chargeback
Late Payment Fee	\$15.00 per late payment
Suspension Fee (Reactivation Charge)	\$30.00 per suspension
Change of Ownership	\$50.00 per change
Non-Preselect Fee (per service)	\$11.00 per service
Plan Downgrade Fee	\$30.00 per plan change (downgrade only)
Withdrawal of order after acceptance	\$150.00 per service

## Telephone PSTN Connection/Reconnection Charges

Once off charges, unless stated otherwise

Charge	Description	Charge Fee (Inc. GST)
In-place Phone Line Standard	A working telephone socket exists from a previous connection and a technician is not required to visit your premises.	\$59.00 per service
In-place Phone Line with Tech Visit	A previous telephone service existed at your premises and a technician is required to visit your premises to reconnect existing suitable cabling at the distributor and/or the first socket.	\$125.00 per service
New Phone Line / Service Connection	(a) New telephone line connection: 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); or (b) Telephone line connection with a technician visit with cabling work 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 first socket in the property or premises.	\$299.00 per service
Non-Standard work during an In-place or New Phone Service Connection	Installations that require additional work (e.g. connecting more than one phone port, relocating ports etc) may incur additional charges, which will appear on the same invoice as the standard connection fee.  Please discuss this cost with the technician attending your appointment before asking them to complete any such work.	Per case basis; technician will advise.
Additional Connections with New Service	Any additional (2+) new phone line / service connections at the same callout (same date and time) a New Phone Line / Service Connection is taking place.	\$179.00 per additional service
Fee For Service (FFS)	Any non-standard installation may be subject to Fee For Service (FFS) charges. Fee For Charges will be charged when your premise has an MDF and work to complete installation to the first socket is authorised, or when installation of additional sockets has been specifically requested.	Per case basis; technician will advise.
Call Out Fees		See 'Fault Charges' section.



## Telephone PSTN Value Added Feature Charges

Per Month charges, unless stated otherwise

Charge Description	Charge Fee (Inc. GST)
Call Forward	No monthly charge. Standard call charges apply to forwarded calls.
Call Return	No monthly charge. \$0.42 per call + standard call charges apply to returned calls.
3-Way Chat	No monthly charge. Standard call charges apply to each call that joins a chat.
Message Bank	\$6.50 per month (per service)
Message Bank Away	\$19.50 per month (per service)
Virtual Message Bank	\$7.50 per month (per service)
Calling Number Display	\$6.50 per month (per service)
Call Control	\$4.00 per month (per service)
Line Hunt (per line)	\$5.00 per month (per service)
Silent Line Non Business	\$5.00 per month (per service)
Standard Residential Phone Handset Rental (CPE)	\$5.00 per month (per handset)
Calling Number Display Handset Rental (CPE)	\$9.00 per month (per handset)
Number Redirection (per month)	\$30.00 per line, per month
Number Redirection (3 months prepaid)	\$35.00 per line
Number Redirection (6 months prepaid)	\$70.00 per line
Number Redirection (12 months prepaid)	\$130.00 per line
Duet Monthly Rental	\$10.00 per month (per service)
FaxStream FaxBank	\$7.00 per month (per service)
FaxStream Never Busy Fax	\$7.00 per month (per service)
Remote Access	\$4.00 per month (per service)



## Telephone ISDN Connection/Reconnection Charges

Once off charges, unless stated otherwise

Charge Description	Charge Fee (Inc. GST)
New Connection for ISDN 2	\$400.00 per service
In-place Connection of ISDN 2 or ISDN 2 Enhanced	\$150.00 per service
Additional ISDN 2 at same time as first	\$300.00 per additional service
New Connection for ISDN 10	\$2,500 per service
New Connection for ISDN 20	\$3,500 per service
New Connection for ISDN 30	\$4,000.00 per service
Activation of additional/idle 10 Channels on existing ISDN 10/20/30 service	\$1,000.00 per additional 10 Channels
Call Out Fees	See 'Fault Charges' section

## Telephone ISDN Value Added Feature Charges

Per Month charges, unless stated otherwise

Charge Description	Charge Fee (Inc. GST)
Charge for Direct Indial (per 100 number block)	\$50.00 per 100 number block
Reservation of Numbers for ISDN 2 with Direct Indial and ISDN 10/20/30 (per 100 number block)	\$65.00 per 100 number block
ISDN 10/20/30 Calling Number Display (per 2 Mbit/s link)	\$20.00 per 2 Mbit/s link
Extension Level Billing on ISDN 2 with Direct Indial (per Indial group)	\$20.00 per Indial group
Extension Level Billing on ISDN 10/20/30 (per Indial group)	\$65.00 per Indial group

## Telephone PSTN to ISDN Conversion Charges (once off charges)

Once off charges, unless stated otherwise

Charge Description	Charge Fee (Inc. GST)
Conversion from PSTN to ISDN2 or ISDN 2 Enhanced	\$250.00 per service
Conversion from PSTN with Indial to ISDN2 Direct Indial (one service)	\$250.00 per service
Conversion between ISDN2 Direct Indial & ISDN with Multiple Number	\$250.00 per service
Conversion from ISDN2 to ISDN 2 Enhanced (one service)	\$250.00 per service
Conversion from ISDN2 Enhanced to ISDN 2 (one service)	\$250.00 per service



## Local Number Portability (LNP) Administrative Charges (PSTN, ISDN & VOIP)

Once off charges, unless stated otherwise

Charge Description	Charge Fee (Inc. GST)
<b>Porting Submission Charges</b>	
CAT A (Simple) Port Submission	\$20.00 per number
CAT C (Complex) Block of 1-5 Numbers Submission	\$60.00 per port
CAT C (Complex) Block of 6-100 Numbers Submission	\$120.00 per port
CAT C (Complex) Block of 101+ Numbers Submission	\$200.00 per port
<b>Porting Rejection Charges</b>	
CAT A (Simple) Port Rejection	\$15.00 per number
CAT C (Complex) PNV Initial Rejection	\$40.00 per reject
CAT C (Complex) PNV Rejection: 1-5 Port Numbers	\$75.00 per reject
CAT C (Complex) PNV Rejection: 6-100 Numbers	\$100.00 per reject
CAT C (Complex) PNV Rejection: 101+ Numbers	\$150.00 per reject
CAT C (Complex) Rejection Fee	\$25.00 per number
<b>Porting Rejection Charges</b>	
CAT A (Simple) Port Reversal	\$200.00 per number
CAT C (Complex) 1-5 Numbers: Emergency Return	\$400.00 per number
CAT C (Complex) 6-20 Numbers: Emergency Return	\$1,000.00 per return
CAT C (Complex) 20-100 Numbers: Emergency Return	\$2,000.00 per return
CAT C (Complex) 101+ Numbers: Emergency Return	\$3,000.00 per return
<b>Out of Hours Porting (OOH)</b>	
Requests can be made to port numbers outside of Normal Business Hours (9am to 5pm AEST/AEDST) subject to carrier availability.	POA, in addition to standard porting fees

### Notes to Local Number Portability (LNP) Administrative Charges:

- Port requests must be submitted after any and all port rejections
- PNV = Pre Port Validation (a regulatory form allowing the gaining carrier to request service number details from the losing carrier).
- Out of Hours (OOH) Porting charges are **IN ADDITION** to the standard porting charges.

## Inbound Service (1300, 13, 1800 services) Charges

Once off charges, unless stated otherwise

Charge Description	Charge Fee (Inc. GST)
New Number Connection	\$50.00 per number
Existing Number Port	\$50.00 per number
Routing Setup / Change of Routing modification (Simple)	\$20.00 per request
Routing Setup / Change of Routing modification (Complex)	\$100.00 per request

## Broadband (ADSL2+) Charges

Once off charges, unless stated otherwise

Charge	Description	Charge Fee (Inc. GST)
Connection Charges	Fee to connect your Broadband Service	See relevant Critical Information Summary for connection charges.
Plan Downgrade Fee	If you change your NBN plan to a lower monthly data allowance or price, this fee will be levied. This does not affect plan upgrades.	\$30.00 per plan downgrade
Call Out Fees		See 'Fault Charges' section
Data Packs	If you are on a broadband plan that has a monthly data allowance limit, you can purchase Data Packs to avoid having your broadband speed reduced.	See website for current pricing

## National Broadband Network (NBN) Charges

Once off charges, unless stated otherwise

Charge	Description	Charge Fee (Inc. GST)
Activation – New Activation	<p>New NBN service activated for the first time.</p> <p>* 'New Development Fee' may apply if you are in a New Development Area.</p>	No Charge*
Activation - Churn from another NBN provider	You have an existing NBN service and wish to transfer to innoTel.	Not available at current time. All services will be treated as 'New Activations' until further notice.
New Development Fee	If you are in a new development area and not already connected to the NBN, NBNCo may charge a connection fee to connect your premises. If applicable, we will bill that charge to you.	\$300 per connection
Relocation of Service Fee	<p>If you relocate your NBN service, a fee is applicable per relocation.</p> <p>If you move outside of NBN coverage, we will offer to provide you with another broadband service. If you elect not to take this offer, Early Termination Charges may apply.</p>	\$129.00 per relocation request
Battery Backup	Not Applicable. Battery Backup is not currently available with innoTel NBN services.	N/A
Call Out Fees	Fees associated with Service Calls and Call Outs for faults.	See 'Fault Charges' section
Plan Downgrade Fee	If you change your NBN plan to a lower monthly data allowance or price, this fee will be levied. This does not affect plan upgrades.	\$30.00 per plan change (downgrade)
Data Packs	If you are on a broadband plan that has a monthly data allowance limit, you can purchase Data Packs to avoid having your broadband speed reduced.	See website for current pricing

## Fault Charges

Once off charges, unless stated otherwise

Charge	Description	Charge Fee (Inc. GST)
Service Call Charge	Service Call Charge for attending your premises or somewhere else. You pay this charge for each person reasonably required to attend to your service. We may charge you a Service Call Charge unless the Incorrect Callout Charge applies. Applies to all service types.	\$100 (between 8am and 5pm Monday to Friday (except Public Holidays)). \$300 (all other times)
Incorrect Callout Charge (No Fault Found)	Where we (or a third party, including network providers) attend your premises to repair a Fault reported by you, but we determine that there is no Fault or the Fault is caused by Your Equipment, we may charge you a fee of for attendance. Applies to all service types.	\$200 (between 8am and 5pm Monday to Friday (except Public Holidays)). \$400 (all other times)
Labour Charge	Where we attend your premise on a Service Call, or an Incorrect Callout where we are required to attend for longer than 15 minutes, we may apply this charge. This charge may also be applied to travel time and waiting time due to delays caused by you. This charge is applied for each 15 minute block or part thereof, for each person engaged to do the work for you. Applies to all service types.	\$40 per each 15 minute block or part thereof (between 8am and 5pm Monday to Friday (except Public Holidays)). \$60 per each 15 minute block or part thereof (all other times)
Materials Charged	You will be charged for any materials used. Please discuss this cost with the technician attending your appointment before asking them to complete any such work. Applies to all service types.	Per case basis; technician will advise.
Fee for contacting Upstream / Wholesale providers regarding faults directly.	Customers of innoTel must not contact our Upstream or Wholesale providers directly about faults. If you do contact Upstream or Wholesale providers directly about a fault, you will be charged for each instance this occurs. Applies to all service types.	\$120.00 per instance