

VOCUS SCHEDULE OF FEES & CHARGES



CHARGE DESCRIPTION	CHARGE (INC. GST)
Fixed Voice Services (PSTN and ISDN) (once-off charges)	
PSTN Connection Charges	
Inplace – Standard or Additional Connection	\$59.00
Inplace – Tech Visit – Standard Connection	\$125.00
Inplace – Tech Visit – Additional Connection	\$75.50
New Service/Connection – Standard Connection	\$299.00
Additional Connection with New Service	\$179.00
Messagebank Away Installation	\$44.00
Line Hunt Installation	\$46.20
Reconnection Fee From Temporary Service Disconnection	\$55.00
Connection to Socket	POD
PSTN Value Added Features Charges	
Messagebank	\$6.50
Messagebank Away	\$19.50
Messagebank Virtual	\$7.50
Line Hunt (per line)	\$6.00
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

SCHEDULE OF FEES & CHARGES cont.



CHARGE DESCRIPTION	CHARGE (INC. GST)
Local Number Portability Administrative Charge (once-off charges)	
Per Number (simple port)	\$8.00
Analogue Indial Numbers	
First Batch (up to 100 Numbers)	\$840.00
Each Additional 100 Numbers (or part thereof)	\$387.00
FaxStream, MSN (Multiple Service Number)	
First Batch (up to 2 numbers)	\$59.00
Each Additional Number	\$8.00
Centel Plus, Linehunt	
First batch (up to 5 numbers)	\$59.00
Each additional number	\$8.00
ISDN 10/20/30, ISDN 2 with Direct Indial	
First batch (up to 100 numbers)	\$840.00
Each additional 100 numbers	\$387.00
ISDN 2 and ISDN 2 Enhanced	
First batch (up to 5 numbers)	\$55.88
Each additional number	\$4.27
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	
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	
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

SCHEDULE OF FEES & CHARGES cont.



CHARGE DESCRIPTION	CHARGE (INC. GST)	
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		\$5.00
Commander Mobility Smart UC client for mobile		\$4.95
Reception Central Receptionist Thin Client		\$74.95
Cloud Q Incoming call queue in the cloud (includes 2 x Access)		\$9.95
Cloud Q Access Addition cloud Q user access		\$4.95
Auto Receptionist Automated IVR (Eg press 1 for sales, 2 for service etc) (First one Free)		\$10.00
Hunt Group (Per Group) Automated call routing or ring group (First one Free)		\$8.00
Fax2Email Receive incoming Fax via Email		\$8.00
10 Number Range Block of 10 Numbers		\$16.00
50 Number Range Block of 50 Numbers		\$22.00
100 Number Range Block of 100 Numbers		\$33.00
Hardware - Commander Phone and Commander Key Phone (Purchased outright or via 24 month repayment option MRO)	Outright	MRO
Reception Sidecar (For Office T46G or Executive T48G) Commander EXP40	\$129.00	\$7.95
Additional Cordless Handset (rings with first handset) Commander W52H	\$99.00	\$5.95
8 Port POE Gig-E Switch DLink DGS-1100-08P	\$190.00	\$12.00
24 Port POE Gig-E Switch DLink DGS-1210-28P	\$690.00	\$32.00
24 Port PoE Gig-E Switch with Voice VLAN Support DLink DGS-1510-28P	\$940.00	\$46.00
Wireless Headset Adaptor EHS36	\$45.00	\$2.95
Wireless Headset with Electronic Switchhook Adaptor Plantronics CS540	\$400.00	\$22.00
Wired Headset with Adaptor Cable Plantronics HW251	\$140.00	\$8.00
Wired Noise Cancelling Headset with Adaptor Cable Plantronics HW251N	\$160.00	\$9.00
Wall Mount - Essentials Desk - T41P Wall Mount Bracket	\$12.00	NA
Wall Mount - Office - T46G Wall Mount Bracket	\$12.00	NA
Wall Mount - Sidecar - EXP40 Wall Mount Bracket	\$12.00	NA
Handset Non-Return Fee - Commander Phone and Commander Key Phone		
Handset Non-Return Fee - Essentials & Essentials Cordless Key		\$200.00
Handset Non-Return Fee - Office & Office Key		\$200.00
Handset Non-Return Fee - Executive & Executive Key		\$300.00
Handset Buy Out Fee - Commander Phone and Commander Key Phone		\$400.00
Handset Buy Out Fee (available to cancelling customers only after 24 months)		\$50.00 per handset
Shipping and Handling Charges - Commander Phone and Commander Key Phone		
Shipping and Handling		\$9.95 per item
SIP Trunking Services		
Smart Extras		
Enhanced SIP user - Required to purchase other user level Smart Extra's as per Commander Phone - Features equivalent to Commander Phone Executive		\$4.95
Setup, maintenance and cancellation		
Setup Fee (24 month contract)		\$0.00
Setup Fee (0 month contract) Per channel		\$45.00
Moves, Adds, Changes fee per request		\$25.00
Channel upgrades (increase in number of channels)		\$0.00
Channel downgrades (reduction in number of channels)		\$100.00

SCHEDULE OF FEES & CHARGES cont.



CHARGE DESCRIPTION	CHARGE (INC. GST)
NBN Co Fee For Service Charges	
Labour Rate	\$75.00 per hour
Initial Non Standard Installation (Fibre and Fixed Wireless)	Labour Rate + Materials over and above Initial
Standard Installation Professional Splitter Installation at time of a Standard Installation (FTTB)	Labour Rate (min 2 hours) + Materials (min \$10.00)
Subsequent Installation	\$270.00 + Labour Rate + Materials over and above
Initial Standard Installation Professional Splitter Installation not at time of a Standard Installation	Labour Rate (min 3 hours) + Materials (min \$10.00)
No Fault Found (No Truck Roll Required)	\$50.00
No Fault Found (Truck Roll Required)	Labour Rate (min 2 hours)
No Fault Found (Truck Roll Required and Professional Splitter Installation)	FTTB Labour Rate (min 3.5 hours) + Materials (min \$10.00)
Late Cancellation (Site Visit Required)	FTTB \$75.00
Missed Appointment	FTTB \$75.00
Restoration	\$50.00
New Greenfield Development Charge	\$300.00
Service Transfer	\$25.00
All Services - Miscellaneous Charges	
Paper Billing	\$2.95
Late Payment Fee	\$22.00
Suspension Fee	\$30.00
Payment by AMEX / Diners Card	2.89% surcharge
Payment by Visa / MasterCard	0.43% surcharge
Cheque Processing Fee	\$2.75
Direct Debit Dishonoured Fee	\$11.00
Cheque Dishonoured Fee	\$27.50