

SCHEDULE OF CHARGES

The following charges may be incurred by a customer in accordance with the applicable clause of the Standard Form of Agreement (**SFOA**).

Fee	Amount or method of calculation	Applicable clause of SFOA																																																										
Paper Invoice Fee	Invoices issued via post / mail will incur a \$2.20 charge per invoice.	Clause 3.4																																																										
Interest Rate	The Cash Rate published from time-to-time by the Reserve Bank of Australia as at the Due Date and charged daily on any amounts stated in an invoice that remain unpaid after the Due Date, until the date of payment.	Clause 3.8																																																										
Administration Fee	\$25.00	Clause 3.9																																																										
Dishonoured Cheque Fee	\$40.00	Clause 3.10																																																										
Direct Debit Fee (where insufficient funds available)	\$40.00	Clause 3.11																																																										
Early Termination Fee (if a Fixed Term applies)	<p>The Early Termination Fee is calculated by multiplying the ETF Base Rate for your plan by the months remaining in the contract.</p> <p>For Community Home Phone Plans the following ETF Base Rates apply:</p> <table border="1"> <thead> <tr> <th>Plan Name</th> <th>Monthly Fee</th> <th>ETF Base Rate</th> </tr> </thead> <tbody> <tr> <td>\$69.95 Community Home Phone</td> <td>\$69.95</td> <td>\$7.00</td> </tr> <tr> <td>\$99.95 Community Home Phone</td> <td>\$99.95</td> <td>\$10.00</td> </tr> </tbody> </table> <p>For Community Bundle Plans the following ETF Base Rates apply:</p> <table border="1"> <thead> <tr> <th>Plan Name</th> <th>Broadband*</th> <th>Monthly Fee</th> <th>ETF Base Rate</th> </tr> </thead> <tbody> <tr> <td>\$74.95 Community Bundle</td> <td>\$220.00</td> <td>N/a</td> <td>N/a</td> </tr> <tr> <td>\$94.95 Community Bundle</td> <td>\$220.00</td> <td>N/a</td> <td>N/a</td> </tr> <tr> <td>\$119.95 Community Bundle</td> <td>\$220.00</td> <td>\$69.95</td> <td>\$7.00</td> </tr> <tr> <td>\$164.95 Community Bundle</td> <td>\$220.00</td> <td>\$99.95</td> <td>\$10.00</td> </tr> </tbody> </table> <p>* Broadband \$220 disconnection fee if cancelled from within the 24 month contract</p> <p>For Choice Home Phone Plans the following ETF Base Rates apply:</p> <table border="1"> <thead> <tr> <th>Plan Name</th> <th>Monthly Fee</th> <th>ETF Base Rate</th> </tr> </thead> <tbody> <tr> <td>Inspire \$69.95 Choice Home Phone</td> <td>\$69.95</td> <td>\$7.00</td> </tr> <tr> <td>Inspire \$99.95 Choice Home Phone</td> <td>\$99.95</td> <td>\$10.00</td> </tr> </tbody> </table> <p>For Choice Bundle Plans the following ETF Base Rates apply:</p> <table border="1"> <thead> <tr> <th>Plan Name</th> <th>Broadband*</th> <th>Monthly Fee</th> <th>ETF Base Rate</th> </tr> </thead> <tbody> <tr> <td>\$74.95 Choice Bundle</td> <td>\$220.00</td> <td>N/a</td> <td>N/a</td> </tr> <tr> <td>\$94.95 Choice Bundle</td> <td>\$220.00</td> <td>N/a</td> <td>N/a</td> </tr> <tr> <td>\$119.95 Choice Bundle</td> <td>\$220.00</td> <td>\$69.95</td> <td>\$7.00</td> </tr> <tr> <td>\$164.95 Choice Bundle</td> <td>\$220.00</td> <td>\$99.95</td> <td>\$10.00</td> </tr> </tbody> </table> <p>* Broadband \$220 disconnection fee if cancelled from within the 24 month contract.</p>	Plan Name	Monthly Fee	ETF Base Rate	\$69.95 Community Home Phone	\$69.95	\$7.00	\$99.95 Community Home Phone	\$99.95	\$10.00	Plan Name	Broadband*	Monthly Fee	ETF Base Rate	\$74.95 Community Bundle	\$220.00	N/a	N/a	\$94.95 Community Bundle	\$220.00	N/a	N/a	\$119.95 Community Bundle	\$220.00	\$69.95	\$7.00	\$164.95 Community Bundle	\$220.00	\$99.95	\$10.00	Plan Name	Monthly Fee	ETF Base Rate	Inspire \$69.95 Choice Home Phone	\$69.95	\$7.00	Inspire \$99.95 Choice Home Phone	\$99.95	\$10.00	Plan Name	Broadband*	Monthly Fee	ETF Base Rate	\$74.95 Choice Bundle	\$220.00	N/a	N/a	\$94.95 Choice Bundle	\$220.00	N/a	N/a	\$119.95 Choice Bundle	\$220.00	\$69.95	\$7.00	\$164.95 Choice Bundle	\$220.00	\$99.95	\$10.00	Clause 3.12
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For **Business Fixed Line Plans** the following ETF Base Rate apply:

Plan Name	Monthly Fee	ETF Base Rate
Essence Starter Fixed Line Plan	\$39.95	\$10.00
Essence Business Fixed Line Plan	\$99.95	\$20.00
National Saver (PSTN)	\$59.95	\$20.00
National Saver (ISDN2)	\$134.95	\$40.00

For **Essence Bundles Plans** the following ETF Base Rate apply:

Plan Name	Broadband*	Monthly Fee	ETF Base Rate
Essence Starter Bundle	\$220.00	\$39.95	\$10.00
Essence Ultimate Bundle	\$220.00	\$99.95	\$20.00

* Broadband \$220 disconnection fee if cancelled from within the 24 month contract.

For **NBN Business Voice Plans** the following ETF Base Rate apply:

Plan Name	Monthly Fee	ETF Base Rate
NBN-Voice1	\$15.50	\$15.50
NBN-Voice3	\$46.50	\$46.50
NBN-Voice5	\$77.50	\$77.50
NBN-Voice10	\$155.00	\$155.00
Cisco 800 Series Router	\$36.50	\$36.50
Cisco 1900 Series Router	\$82.50	\$82.50
Cisco 2900 Series Router	\$140.00	\$140.00

For **BizExpress Plans** the following EFT Base Rate

Plan Name	Monthly Fee	ETF Base Rate
SoftPhone Plan (Desktop App) 12 month contract 24 month contract	\$24.90	\$24.90 Capped at 6 months Capped at 12 months
Standard Plan (T42G) 12 month contract 24 month contract	\$29.90	\$29.90 Capped at 6 months Capped at 12 months
Cordless Plan (W52P) 12 month contract 24 month contract	\$29.90	\$29.90 Capped at 6 months Capped at 12 months
Premium Plan (T48G) 12 month contract 24 month contract	\$49.90	\$49.90 Capped at 6 months Capped at 12 months
Premium Plus Plan (T48G+EXP40) 12 month contract 24 month contract	\$49.90	\$49.90 Capped at 6 months Capped at 12 months
Conference Plan (CP860) 12 month contract 24 month contract	\$24.90	\$24.90 Capped at 6 months Capped at 12 months
Conference Plan Plus (CP860+CPE80) 12 month contract 24 month contract	\$24.90	\$24.90 Capped at 6 months Capped at 12 months

For **Inspire Mobiles Plans** the following ETF Base Rates apply:

Plan Name	Monthly Fee	ETF Base Rate
Inspire \$29 Mobile Plan 4G ready	\$29.00	\$9.78
Inspire \$49 Mobile Plan 4G ready	\$49.00	\$16.36
Inspire \$59 Mobile Plan 4G ready	\$59.00	\$21.94
Inspire \$79 Mobile Plan 4G ready	\$79.00	\$26.23
Inspire \$99 Mobile Plan 4G ready	\$99.00	\$28.23

Example: If you are on a Inspire \$99.95 Choice Home Phone plan and you need to cancel the contract 15 months into the 24 month term, the early termination fee is: \$10.00 (ETF Base Rate for Inspire \$99.95 choice Home Phone plan) x 9 (months remaining) = \$90.00

For **NBN Broadband Plans** the following ETF apply:

- \$120 disconnection fee if cancelled from within the 24 month contract.

	<p>For Broadband Internet Plans the following ETF apply:</p> <ul style="list-style-type: none"> • \$220 disconnection fee if cancelled from within the 24 month contract. • \$59.95 disconnection fee if cancelled within 6 months activation of a non-contracted service. <p>For Direct Access Lines (PRA10, PRA20 and PRA30) the ETF Base Rate is 100% of your agreed minimum monthly spend x the months remaining in the months contract period.</p> <p>For Business Grade Data Services the ETF Base Rate is 100% of your agreed minimum monthly spend x the months remaining in the contract period.</p>	
Refund and Credit Fee (for processing credits and refunds on expired accounts)	\$15.00 for our cost of reactivating your account for processing the refund or credit to another Service after the 90 day notice period has expired.	Clause 3.15
Equipment Charge	Any unpaid portion of your Equipment Payment Plan to be paid in full. Example: \$29.95 monthly instalment over a 12 month Equipment Payment Plan has a total commitment of \$359.40. If the service is cancelled after 3 months, the remaining 9 months of the Equipment Payment Plan to the value of \$269.55 is to be added to your final invoice.	Clause 10.4
Disconnection / Reconnection Fee	\$15.00 for disconnection or reconnection of a Service.	Clauses 3.19, 11.4 and 11.6
Service Cancellation Fee	<p>For Community Bundle Plans the following withdraw fee applies to the Internet service as part of the bundle:</p> <ul style="list-style-type: none"> • \$110 for withdrawal of your order for service after it has been accepted and prior to service completion. <p>For Broadband Internet Plans the following withdraw fee applies:</p> <ul style="list-style-type: none"> • \$110 for withdrawal of your order for service after it has been accepted and prior to service completion. <p>\$15.00 payable for our costs incurred in preparing all Service(s) not mentioned above which you have requested but cancel before we provide the Service.</p>	Clause 11.2
Replacement SIM Card Fee	\$20.00 for supply of a replacement SIM card.	Clause 3.1

Last updated 01 March 2016.