

Charge Description	Charge (Inc GST)
Fixed Voice Service PSTN Connection Charges (once-off charges)	
Inplace – Standard or Additional	\$118.80
Inplace – Tech Visit – Standard	\$150.00
Inplace – Tech Visit – Additional	\$90.60
New Service/Connection – Standard	\$288.00
Additional Connection with New Service	\$214.80
Messagebank Away Installation	\$52.80
Line Hunt Installation	\$55.44
Fixed Voice Service PSTN & ISDN Charges (Charged per month unless stated otherwise)	
FaxStream Line Rental Service	\$40.95
Business Line Access	\$40.95
Home Line Access	\$40.95
ISDN2 Line Rental	\$94.05
ISDN2 Enhanced Line Rental	\$99.55
Standard Flagfall (F2M/NAT/IDD)	\$0.45 per call
Standard Local Calls (PSTN/ISDN)	\$0.25 per call
Calls To 13's	\$0.44 per call
Fixed Voice Service ISDN Connection Charges (once-off charges)	
New Connection for ISDN 2	\$428.34
New Connection for ISDN 10	\$2,686.20
New Connection for ISDN 20	\$3,630.00
New Connection for ISDN 30	\$4,065.60
Inplace Connection of ISDN 2 or ISDN 2 Enhanced	\$145.20
Activation of additional/idle 10 Channels on existing ISDN 10/20/30 service	\$1,089.00
Additional ISDN 2 at same time as first	\$300.00
Fixed Voice Service ISDN Conversion Charges (once-off charges)	
Conversion from PSTN to ISDN2 or ISDN 2 Enhanced	\$251.20
Conversion from PSTN with Indial to ISDN2 Direct Indial (one service)	\$251.20
Conversion between ISDN2 Direct Indial & ISDN with Multiple Number	\$251.20
Conversion from ISDN2 to ISDN 2 Enhanced (one service)	\$251.20
Conversion from ISDN2 Enhanced to ISDN 2 (one service)	\$251.20
Fixed Voice Service PSTN Value Added Features Charges (charged per month unless stated otherwise)	
Messagebank	\$7.20
Messagebank Away	\$19.50
Virtual Messagebank	\$7.50
Line Hunt (per line)	\$7.50
Silent Line Non Business	\$4.99
Number Redirection (postpaid) (per line)	\$36.00
Number Redirection (3 months prepaid)	\$39.60
Number Redirection (6 months prepaid)	\$79.20
Number Redirection (12 months prepaid)	\$156.00
Call Control	\$4.00
Call Return	\$0.42 per call
Calling Number Display	\$6.50
Fax-Duet Monthly Rental	\$9.00
FaxStream FaxBank	\$6.60
FaxStream Never Busy Fax	\$6.60
Remote Access	\$4.00

Charge Description	Charge (Inc GST)
Fixed Voice Service ISDN Value Added Features Charges (charged per month unless stated otherwise)	
Charge for Direct Indial (per 100 number block)	\$92.40
Reservation of Numbers for ISDN 2 with Direct Indial and ISDN 10/20/30 (per 100 number block)	\$83.16
ISDN2 Calling Number Display (per service)	\$14.50
ISDN 10/20/30 Calling Number Display (per 2 Mbit/s link)	\$17.83
Extension Level Billing on ISDN 2 with Direct Indial (per Indial group)	\$17.83
Extension Level Billing on ISDN 10/20/30 (per Indial group)	\$83.16
Local Number Portability Administrative Charge (once-off charges)	
Per Number (simple port)	\$9.60
Analogue Indial Numbers	
- First Batch (up to 100 Numbers)	\$1,008.00
- Each Additional 100 Numbers (or part thereof)	\$464.40
FaxStream, MSN (Multiple Service Number)	
- First Batch (up to 2 numbers)	\$70.80
- Each Additional Number	\$9.60
Digital Home & Smart Phone Value Added Features Charges (charged per month unless stated otherwise)	
Voice2Email	\$7.20
Calling Number Display	\$2.95
Fax2Email	\$9.00
Line Hunt (per line)	\$6.00
Silent Line Non Business	\$4.99
Directory Number Listing	\$1.95
Mobility (Shared Call Appearance)	\$4.95
Sequential Ring	\$4.95
Simultaneous Ring	\$4.95
Music On Hold	\$19.95
Auto Receptionist	\$19.95
Miscellaneous Fees and Charges	
Paper Billing	\$2.95
Bill Reprints	\$5.50
Non-Preselect Fee (per account)	\$11.00
Plan Change Fee	\$30.00
Change of Ownership by Company	\$45.00
Late Payment Fee	\$22.00
Suspension Fee	\$30.00
Payment by AMEX / Diners Card	4% surcharge
Payment by Visa / MasterCard	1.8% surcharge
Pay By Post	\$2.75
Cheque Processing Fee	\$3.95
Direct Debit Dishonoured Fee	\$11.00
Cheque Dishonoured Fee	\$27.50
Non Direct Debit Surcharge	\$3.95