

Charging and Billing Information



Our Billing Procedures and all Billing Options are available on this website by referring to the following links, and documents for download in the Policies section of this website:

1. Billing and Payments
2. SFOA

Discounts

Please refer to our offers and note there are substantial savings by bundling(combining) your fixed line telephony services with your fixed broadband services together as a package, billed on a single monthly bill.

Pass Through Charges

We are a fixed reseller on the Telstra network, and whilst we are a wholly independent Telecommunications Service Provider, some charges are a direct pass through where no margin has been added to the cost of the services below that we may bill you:

Please note all charges exclude GST

- New Service/Connection - Standard \$299.00
- Additional Connection with New Service \$179.00
- Message Bank Away Installation \$ 44.00
- Line Hunt Installation \$ 46.20

Fixed Voice Service PSTN Value Added Features Charges Inc. GST:

(Monthly Charges unless stated otherwise)

| | |
|---|-------------------|
| Message Bank /Voicemail | \$6.50 |
| Message Bank Away | \$19.50 |
| Virtual Message bank | \$7.50 |
| Line Hunt (per line) | \$4.50 |
| Silent Line Non Business | \$4.99 |
| Number Redirection(post-paid)(per line) | \$29.95 |
| Number Redirection(3 months prepaid) | \$33.00 |
| Number Redirection (6 months prepaid) | \$66.00 |
| Number Redirection (12 months prepaid) | \$130.00 |
| Call Control | \$4.00 |
| Call Return Service | \$0.35 - per call |
| Calling Number Display | \$6.50 |
| Duet Monthly Rental | \$9.00 |
| Fax Stream Fax Bank | \$6.50 |
| Fax Stream Never Busy Fax | \$6.50 |
| Remote Access | \$4.00 |

Discretionary Miscellaneous Fees and Charges Inc. GST:

| | |
|--------------------------------|-----------------|
| Paper Billing | \$2.95 |
| Change of Ownership by Company | \$45.00 |
| Late Payment Fee | \$19.95 |
| Suspension Fee | \$30.00 |
| Payment by AMEX/Diners club | 3.00% surcharge |
| Payment by Visa/MasterCard | 1.5% surcharge |
| Direct Debit Dishonour Fee | \$15.00 |
| Cheque Dishonoured Fee | \$28.00 |
| Cheque Processing Fee | \$2.75 |
| Bill Reprints | \$4.99 |
| Pay by Post | \$2.75 |