



## 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 5.5																																	
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 5.9																																	
Administration Fee	\$25.00	Clauses 5.10, 5.22																																	
Dishonoured Cheque Fee	\$25.00	Clause 5.11																																	
Direct Debit Fee (insufficient funds available / reversal)	\$25.00	Clause 5.12																																	
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 Business SIP the following ETF Base Rates Apply per Channel:</p> <table border="1"> <thead> <tr> <th>Plan Name</th> <th>Monthly Fee</th> <th>ETF Base Rate</th> </tr> </thead> <tbody> <tr> <td>SIP Office</td> <td>\$7.50</td> <td>\$7.50</td> </tr> <tr> <td>SIP Ultimate</td> <td>\$59.90</td> <td>\$59.90</td> </tr> </tbody> </table> <p>For Classic SIP the following ETF Base Rates Apply per Channel:</p> <table border="1"> <thead> <tr> <th>Plan Name</th> <th>Monthly Fee</th> <th>ETF Base Rate</th> </tr> </thead> <tbody> <tr> <td>SIP Single</td> <td>\$9.90</td> <td>\$9.90</td> </tr> <tr> <td>SIP Value</td> <td>\$39.90</td> <td>\$39.90</td> </tr> </tbody> </table> <p><b>Example:</b> If you are on a SIP Ultimate \$59.90 Business SIP plan and you need to cancel the contract 7 months into the 12-month term, the early termination fee is: \$59.90 (ETF Base Rate for SIP Ultimate \$59.90 plan) x 5 (months remaining) = \$299.50</p> <p>For Value Mobile Broadband the following ETC Rates Apply:</p> <table border="1"> <thead> <tr> <th>Plan Name</th> <th>Monthly Fee</th> <th>ETC Rate</th> </tr> </thead> <tbody> <tr> <td>Value 7</td> <td>\$15.00</td> <td>\$50.00</td> </tr> <tr> <td>Value 15</td> <td>\$25.00</td> <td>\$85.00</td> </tr> <tr> <td>Value 50</td> <td>\$45.00</td> <td>\$145.00</td> </tr> <tr> <td>Value 100</td> <td>\$70.00</td> <td>\$225.00</td> </tr> </tbody> </table>	Plan Name	Monthly Fee	ETF Base Rate	SIP Office	\$7.50	\$7.50	SIP Ultimate	\$59.90	\$59.90	Plan Name	Monthly Fee	ETF Base Rate	SIP Single	\$9.90	\$9.90	SIP Value	\$39.90	\$39.90	Plan Name	Monthly Fee	ETC Rate	Value 7	\$15.00	\$50.00	Value 15	\$25.00	\$85.00	Value 50	\$45.00	\$145.00	Value 100	\$70.00	\$225.00	Clause 5.13
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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 5.16
Equipment Payment Plan (EPP) Charge	Any unpaid portion of your Equipment Payment Plan (EPP) to be paid in full.  <b>EPP Example:</b> \$29.95 monthly instalment over a 12-month EPP has a total commitment of \$359.40. If the service is cancelled after 3 months, the remaining 9 months of the EPP to the value of \$269.55 is to be added to your final invoice.	Clause 12.5
Mobile Device Payment (MDP) Charge	Any cancellation of a Mobile Service Number (MSN) with an associated MDP will also require the MDP to be paid in full.  <b>MDP Example 1:</b> Customer has a 24-month Mobile Device Payment (MDP) of \$45 per month associated to their active Mobile Service Number (MSN). If the MSN service is cancelled after 15 months of the activation of the MDP, the remaining 9 months of the MDP to the value of \$405.00 is to be added to your next invoice.	Clause 12.7
Disconnection / Reconnection Fee	\$15.00 for disconnection or reconnection of a Service	Clauses 5.20, 13.4 and 13.8
Service Cancellation Fee	For NBN Plans the following withdraw fee applies: <ul style="list-style-type: none"> <li>\$100 for withdrawal of your order for service after it has been accepted and prior to service completion.</li> </ul> <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 13.2
Replacement SIM Card Fee	\$15.00 for supply of a replacement SIM card.	Clause 5.1