

# Miscellaneous Charges:

## BizPhone

### Delivery Charges

| Description             | Once-Off (inc GST)       |
|-------------------------|--------------------------|
| Delivery Postage Charge | \$9.95 per hardware item |

*Delivery charge will be capped at \$250 per delivery/location.*

### Configuration Charges

| Description                                 | Once-Off (inc GST) |
|---|--------------------|
| Simple Configuration Change (< 30 mins)     | \$49 per change    |
| Complex Configuration Change (30 – 60 mins) | \$99 per change    |
| Major Configuration Change (> 60 mins)      | \$POA              |

### Handset/ATA Non-Return/Faulty on Return Fee

The Handset/ATA Non-Return charge applies if you do not return a working handset/ATA within 30 days of contract cancellation date. If the handset/ATA is found faulty upon return a Faulty on Return Fee will apply.

| Description  | Once-Off (inc GST)                        |
|--------------|---|
| Standard     | \$179 per handset                         |
| Cordless     | \$179 per handset                         |
| Premium      | \$339 per handset                         |
| Premium Plus | \$479 per handset                         |
| Line (ATA)   | \$49 per 2 port ATA, \$129 per 4 port ATA |

### Other Miscellaneous Charges

| Description                             | Once-Off (inc GST)                                      |
|---|---|
| No Fault Found Charge                   | \$99  |
| Call Out Charge (During Business Hours) | \$110 for the first hour, then \$137.50/hour thereafter |
| Call Out Charge (After Business Hours)  | \$330 for the first hour, then \$192.50/hour thereafter |

A No Fault Found Fee is applied when iiNet receives a fault call from the customer that is outside the scope of Level 2

support and where no fault is found.

Call out charges apply if the customer requests on-site call out but the call-out request is not for service installation or service assurance reasons.

#### Local Number Portability (LNP) Charges

| Description                      | Once-Off (inc GST) |
|----------------------------------|--------------------|
| LNP Order Rejection – Category A | \$19.80 per Order  |
| Late Retarget Notification       | \$110 per Retarget |

A penalty is applied if the port request is rejected by the carrier the number originates from due to:

- Ported number being in a group.
- Number is not in service.
- The number is already being ported by another carrier.
- The wholesale carrier account number is incorrect.

#### Port Number Validation Charges

| Description                  | Once-off PNV Charge (inc GST) | Once-Off PNV Reject Charge (inc GST) |
|------------------------------|-------------------------------|--------------------------------------|
| LNP Request: 1-5 Numbers     | \$101.20                      | \$36.30                              |
| LNP Request: 6-20 Numbers    | \$169.40                      | \$67.10                              |
| LNP Request: 21-100 Numbers  | \$203.50                      | \$79.20                              |
| LNP Request: 101-200 Numbers | \$355.30                      | \$139.70                             |
| LNP Request: >200 Numbers    | \$415.80                      | \$278.30                             |

#### Early Termination Charges

| Contract Term | ETF Charges   |
|---------------|---|
| 12 Month term | Monthly Charge x number of months remaining in the Term (capped at 6 months)  |
| 24 Month Term | Monthly Charge x number of months remaining in the Term (capped at 12 months) |

Early Termination Charges are applied when a BizPhone plan is cancelled prior to the expiry of the minimum contract term.

No Early Termination Charges apply to:

- Group Features including Hunt Group, Auto Attendant, and Queue
- End User Features including Mobile App, Desktop App, Receptionist and Call Queuing