

## Schedule of Miscellaneous Charges for Data & Internet Services

### Call Australia Broadband

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#### 1. Application

If you have chosen Call Australia Pty Limited (ACN 082 538 501) (“Call Australia”) Broadband in your Application and signed the Standard Customer Agreement (“SFOA”) AFTER 1 July 2006 these miscellaneous charges apply to you in addition to the Data & Internet Services (“Services”) terms and conditions contained in Part E of the SFOA.

If you require more information about our miscellaneous charges, please contact us on 1300 661 834 to confirm any prices before using the Data & Internet Services.

#### 2. Schedule of charges relating to Broadband only

2.1 Upgrade to Call Australia Advantage plan – (approximate Lead Time - 21 business days)

- (a) Not available in the first 6 months;
- (b) Relevant installation fee as set out in your Application or as advised from time to time;
- (c) Relevant pricing plan as set out in your Call Australia Rate Sheet.

2.2 Change of speed within Business Broadband – (approximate Lead Time – 5 business days)

- (a) a \$50 once-off

2.3 Service re-location – (approximate Lead Time - 21 business days)

If you request the Service to be moved to a new address at any time there is a charge of \$149, provided the Service is available at your new address. On-site installation fees are in addition to the above charges.

2.4 Additional Data & Internet Services Related Equipment delivered after initial order taken.

Next day delivery of additional Data & Internet Services Related Equipment or other additional equipment not specified at the time of order is \$30.

2.5 Urgent deliveries of Data & Internet Services Related Equipment

- (a) For urgent delivery of Data & Internet Services Related Equipment, or other additional equipment, are as follows:-

Same day NSW	\$50	(10.30am cut-off)
Same day VIC, QLD, ACT	\$330	(9.30am cut-off)

2.6 The terms and conditions in the Standard Charges Schedule below also apply to you.

#### 3. Approximate Lead Time

Lead Times in this Schedule are approximate only. For details of the service guarantees relating to Lead Times, refer to your Service Level Agreement as specified in your Application and available on Call Australia’s website at [www.callaustralia.com.au](http://www.callaustralia.com.au).

## **Call Australia Advantage and Broadband IP VPN**

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### **4. Application**

- (a) If you have chosen Call Australia Advantage in your Application, these miscellaneous charges apply to you in addition to the Data & Internet Services terms and conditions contained in Part E of the SFOA.
- (b) If you have chosen Broadband IP VPN in your Application, the terms and conditions and miscellaneous charges as notified by us from time to time apply to you in addition to the Data & Internet Services terms and conditions contained in Part E of the SFOA.

### **5. Schedule of Charges relating to Call Australia Advantage and Broadband IP VPN only**

- 5.1 If you request a change of speed to your Service additional fees as stated in the Call Australia Rate Sheet, or as included in your Application, will apply.
- 5.2 If you request a change of Data & Internet Services Related Equipment after the Service has been installed, we reserve the right to charge you a new service installation fee as notified to you at the time of your request.
- 5.3 Regional services, as defined by us, are subject to additional fees as stated in the product Call Australia Rate Sheet, or as included in your Application.
- 5.4 Service re-locations are subject to a re-location fee as stated in the Call Australia Rate Sheet, or as included in your Application.
- 5.5 The terms and conditions in the Standard Charges Schedule below also apply to you.

## **Standard Charges Schedule**

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### **6. Application**

If you have chosen Business Broadband, Call Australia Advantage or Broadband IP VPN in your Application, the following miscellaneous charges apply to you in addition to the Data & Internet Services terms and conditions contained in Part E of the SFOA and the above Schedules relating to these Data & Internet Services.

#### **6.1 Onsite visit fee**

Whenever an onsite visit that is not part of the Service you have purchased is requested by you, you will be charged an on-site visit fee of \$240. This fee covers 2 hours work including travel time to your location. Time onsite greater than 2 hours is charged at \$30 per 15 minutes thereafter.

#### **6.2 Change of data plan**

- (a) No charge to upgrade;
- (b) \$100 once-off for downgrades & contract Minimum Term;
- (c) Changes limited to one per month.

#### **6.3 Telephone re-configuration of customer equipment after initial set-up**

\$75 re-configuration charge – once-off. Re-configuration changes are only available for supported Data & Internet Services Related Equipment. A list of supported Data & Internet Services Related Equipment is available from the website.

#### **6.4 Fault visit where no fault is found:**

A standard onsite visit installation charge is due where an engineer is called to site and no fault is found.



6.5 Non-return of Data & Internet Related Equipment:

If you do not return Data & Internet Services Related Equipment you will be charged the current list price or service installation fee, whichever is the greater, plus a \$50 handling fee.

6.6 Service reconnection

Reconnection of Service suspended due to non-payment is subject to a reconnection fee of \$50. If you require an onsite visit to restore your Service you will be charged onsite visit installation fees.

6.7 Unable to obtain access/Aborted on-site visit:

Should the engineer not be able to obtain access to your premises at the agreed appointment time at a \$110 charge is due. Regional services attract a charge of \$310.