



Schedule of Fees and Charges

All fees and charges listed are inclusive of GST and charged per month unless stated otherwise.

Charge Description	Charge (Inc. GST)
Fixed Voice Services (PSTN) (once-off charges)	
PSTN Connection Charges	
Inplace – Standard or Additional Connection	\$59.00
Inplace – Tech Visit – Standard Connection	\$125.00
New Service/Connection – Standard Connection	\$299.00
Line Hunt Installation	\$46.20
Reconnection Fee from Temporary Service Disconnection	\$55.00
PSTN Value added Features Charges	
MessageBank	\$6.95
MessageBank Virtual	\$7.50
MessageBank Away	\$19.50
MessageBank Combined	\$6.50
Call Forward by Callers	\$2.95
Call forward by time	\$3.95
Call Control	\$4.00
Abbreviated Dialling 8	\$4.00
Abbreviated Dialling 40	\$5.95
Abbreviated Dialling 60	\$6.95
Silent Line - Consumer	\$3.50
Silent Line - Business	\$3.30
Calling Number Display	\$7.15
Multiple Number	\$6.95
Fax Duet	\$9.00
Line Hunt/Rotary	\$6.00
PSTN number reservation	\$10.95
Call Diversion Number Only (CDNO)	\$29.00
Number Redirect PAYG	\$29.00
Number Redirect pre-paid 3 months	\$35.00
Number Redirect pre-paid for 6 months	\$69.00
Number Redirect pre-paid for 12 months	\$135.30
Change of Service Number	\$38.00

Mobile Voice Services	
Voicemail (additional charges apply for deposits and retrievals as per applicable plan rate sheet)	\$1.95 access fee per month
SIM Replacement	\$29.95
Change of Mobile Phone Number (due to harassing, malicious or nuisance calls only)	\$35.00
DSL (once-off charges)	
Incorrect Call Out Fee DSL L2 B/H* *Consists of service call plus the first 15 minutes of B/H labour. Attendance at your premises or another site Between 8am and 5pm Monday to Friday (except public holidays)	\$120.00
DSL Incorrect Callout Labour B/H (Diagnosis & Testing) Labour charge for each 15 minute block or part thereof Between 8am and 5pm Monday to Friday (except public holidays)	\$40.00
Telstra Fee For Service (once-off charges)	
Service Call Charge *Consists of service call plus the first 15 minutes of labour. Attendance at your premises or another site Between 8am and 5pm Monday to Friday (except public holidays) All other times (After Hours)	\$95.00 \$296.00
Incorrect Callout Charge *Consists of service call plus the first 15 minutes of labour. Attendance at your premises or another site Between 8am and 5pm Monday to Friday (except public holidays) All other times (After Hours)	\$135.00 \$296.00
Labour Charge Labour charge for each 15 minute block or part thereof Between 8am and 5pm Monday to Friday (except public holidays) All other times (After Hours)	\$40.00 \$58.00
Optus Fee For Service (once-off charges)	
Incorrect Callout Charge Attendance at your premises or another site Between 8am and 5pm Monday to Friday (except public holidays)	\$220.00
NBN Co Fee For Services (once-off charges)	
Labour Rate	\$75.00 per hour
Initial Non Standard Installation (Fibre and Fixed Wireless)	Labour Rate + Materials over and above Initial Standard Installation
Professional Splitter Installation at time of a Standard Installation (FTTB)	Labour Rate (min 2 hours) + Materials (min \$10.00)
Subsequent Installation	\$270.00 + Labour Rate + Materials over and above Initial Standard Installation
Professional Splitter Installation not at time of a Standard Installation	Labour Rate (min 3 hours) + Materials (min \$10.00)
No Fault Found (No Truck Roll Required)	\$50.00

No Fault Found (Truck Roll Required)	Labour Rate (min 2 hours)
No Fault Found (Truck Roll Required and Professional Splitter Installation) - FTTB	Labour Rate (min 3.5 hours) + Materials (min \$10.00)
Late Cancellation (Site Visit Required) - FTTB	\$75.00
Missed Appointment - FTTB	\$75.00
Restoration	\$50.00
New Greenfield Development Charge	\$300.00
Service Transfer	\$25.00
All services	
Miscellaneous Fees and Charges Non-Preselect Fee (per account)	\$6.00
Relocation Fee	\$75.00
Postage and Handling Orders/hardware purchased directly from Engin over the phone or via the website will attract this fee Providing the ordered product is in stock, Engin will endeavour to despatch your order by the following business day Delivery within Australia is generally 5-7 business days. During festive occasions, sale periods and special promotion offers, delivery may take up to two weeks	\$19.95 per consignment
Reconnection of a Suspended Account This fee is charged if your account is reconnected, after having been suspended due to non-payment of an invoice/s Together with this fee you are also required to pay the outstanding invoice/s owing, prior to the reconnection-taking place	\$27.50 per reconnection
Third Party Collection Applicable once an account is passed to a third party collection agency But only after the account has been disconnected due to non-payment, and previous Credit Control activity deemed futile	\$55.00 or 17% of the disputed amount (Whichever is larger). See also Section Four of this Agreement
Account Split / Merge Fee (once-off charge) Applicable when a customer requests to have the phone numbers from their account split into separate accounts. Or to have separate accounts merged into a single account	\$11.00
Hardcopy Invoice Email billing is free	\$5.50 per invoice
Number Selection (once-off charge) Where specific geographic number is requested and issued for use	\$49.95
Number Swap Engin may permit a customer to swap their geographic phone number between devices (including ATA's and softphones). This also refers to a change of number on a customer's account Please allow 5 working days for completion of the process IMPORTANT - At anytime Engin reserves the right, or upon instruction from a government agency to refuse a customer the ability to swap their number between devices without explanation or reason	\$20.00 per swap

<p>Access to Personal Information In accordance with the National Privacy Principles, Engin must provide the customer with access to the information on request by the customer but is permitted to charge a reasonable fee to cover the costs associated To provide a copy of the Customer Details and Notes History file</p>	<p>\$7.50 \$12.50 \$32.50</p>
<p>To Retrieve or access archived customer information N.B. customer information is archived 3 months after the account is disconnected</p>	<p>Above pricing is per request and per number</p>
<p>Access to Invoices after 12 months If you request a copy of your invoice 12 months after it is issued, you will be charged an archive retrieval fee for each invoice you seek. Invoices are archived 12 months after they are originally issued</p>	<p>\$5.50 per invoice</p>
<p>Incomplete Returns Charge Hardware must be returned in original condition in which it was received, inclusive of the hardware, all cabling, manuals and any other included parts. If the hardware is returned without all the necessary components, you will be charged a fee.</p>	<p>\$25.00</p>
<p>Incorrect Chargeback Fee In the event that you authorise an unsubstantiated or inappropriate charge back of your payment from a credit/charge card, bank account or any other applicable payment facility, you will be charged a fee</p>	<p>\$33.00 fee per chargeback applies</p>
<p>Quotes / Repair Hardware Some faulty equipment may be within warranty, charges to be advised upon inspection and assessment</p>	<p>Various</p>
<p>Payment Fees</p>	
<p>BPAY Surcharge For every payment made using BPAY as your method of payment</p>	<p>\$1.00 per transaction</p>
<p>Late Payment Fee The late payment fee may apply to customers who do not pay their invoice in full on the Due Date</p>	<p>\$5.50 per late payment</p>
<p>Payment by AMEX / Diners Card</p>	<p>2.89% surcharge</p>
<p>Payment by Visa / MasterCard</p>	<p>0.43% surcharge</p>
<p>Direct Debit Decline Fee</p>	<p>\$11.00 per dishonoured payment</p>
<p>Non Direct Debit Surcharge</p>	<p>\$2.50</p>
<p>Cheque Decline Fee</p>	<p>\$22.00 per dishonoured payment</p>