

Our Customer Relationship Agreement

PRICING SCHEDULE FOR CABLE, ADSL, VDSL2 & FTTP SERVICES

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Rules of interpretation and capitalised terms used in this Pricing Schedule are defined in the General Terms of our CRA or the Cable, ADSL, VDSL2 & FTTP Service Description.

1. ABOUT THE TRANSACT PRICING SCHEDULE FOR CABLE, ADSL, VDSL2 & FTTP SERVICES

Our Customer Relationship Agreement

- 1.1 This is the Pricing Schedule that applies to TransACT Cable, ADSL, VDSL2 & FTTP Services as part of our CRA.
- 1.2 The General Terms of our CRA, and the other documents listed in clause 1.2 of the General Terms, also apply to the Services.

2. RESIDENTIAL CHARGES

All charges are GST inclusive.

2.1 Products – current

Packages available in TransACT cabled areas	
Home Pack 1000	<ul style="list-style-type: none">• \$74.95/month• UNFT is included in the monthly price as of July 9 2009• Includes TransTALK AllTime, TransWEB 1Mbps/128kbps and TransTV Essentials package line-up.• Customers must preselect TransACT for their long distance calls at all times.• 12- or 24-month contract applies.• This package is only available to customers in TransACT cabled-areas.
Home Pack Zoom	<ul style="list-style-type: none">• \$84.95/month• UNFT is an included in the monthly price as of July 9 2009• Includes TransTALK AllTime, TransWEB 2Mbps/256kbps and TransTV Essentials package line-up.• Customers must preselect TransACT for their long distance calls at all times.• 12- or 24-month contract applies.• This package is only available to customers in TransACT cabled-areas.

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<p>Home Pack Rapid</p>	<ul style="list-style-type: none"> • \$94.95/month • UNFT is included in the monthly price as of July 9 2009 • Includes TransTALK AllTime, TransWEB 8Mbps/450kbps and TransTV Essentials package line-up. • Customers must preselect TransACT for their long distance calls at all times. • 12- or 24-month contract applies. • This package is only available to customers in TransACT cabled-areas.
<p>TalkTV AllTime</p>	<ul style="list-style-type: none"> • \$69.95/month • UNFT is included in the monthly price as of July 9 2009 • Includes TransTALK AllTime and TransTV Essentials package line-up. • Customers must preselect TransACT for their long distance calls at all times. • 12- or 24-month contract applies. • This package is only available to customers in TransACT cabled-areas.
<p>TalkWEB Zoom</p>	<ul style="list-style-type: none"> • \$59.95/month • UNFT is included in the monthly price as of July 9 2009 • Includes TransTALK AllTime and TransWEB 2Mbps/256kbps. • Customers must preselect TransACT for their long distance calls at all times. • 12- or 24-month contract applies. • Six-month contract available to pre-cabled medium density units.
<p>TalkWEB Rapid</p>	<ul style="list-style-type: none"> • \$69.95/month • UNFT is included in the monthly price as of July 9 2009 • Includes TransTALK AllTime and TransWEB 8Mbps/450kbps. • Customers must preselect TransACT for their long distance calls at all times. • 12- or 24-month contract applies. • Six-month contract available to pre-cabled medium density units.

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Packages available in VDSL2 enabled areas. Not available to premises situated in TransACT-cabled, FTTP, and ADSL2+ areas.	
Home Pack 1000	<ul style="list-style-type: none"> • \$84.95/month • UNFT is included in the monthly price as of July 9 2009 • Includes TransTALK AllTime, TransWEB 1Mbps/128kbps and TransTV Essentials package line-up with TransTV eHub set-top box. • Customers must preselect TransACT for their long distance calls at all times. • 6-, 12- or 24-month contract applies. <p>This package is only available to customers in VDSL2 enabled areas.</p>
Home Pack Zoom	<ul style="list-style-type: none"> • \$94.95/month • UNFT is included in the monthly price as of July 9 2009 • Includes TransTALK AllTime, TransWEB 2Mbps/256kbps and TransTV Essentials package line-up with TransTV eHub set-top box. • Customers must preselect TransACT for their long distance calls at all times. • 6-, 12- or 24-month contract applies. • This package is only available to customers in VDSL2 enabled areas.
Home Pack Rapid	<ul style="list-style-type: none"> • \$104.95/month • UNFT included in the monthly price as of July 9 2009 • Includes TransTALK AllTime, TransWEB 10Mbps/2Mbps and TransTV Essentials package line-up with TransTV eHub set-top box. • Customers must preselect TransACT for their long distance calls at all times. • 6-, 12- or 24-month contract applies. • This package is only available to customers in VDSL2 enabled areas.
Home Pack 30M	<ul style="list-style-type: none"> • \$129.95/month • UNFT is included in the monthly price as of July 9 2009 • Includes TransTALK AllTime, TransWEB 30Mbps/10Mbps and TransTV Essentials package line-up with TransTV eHub set-top box. • Customers must preselect TransACT for their long distance calls at all times. • 6-, 12- or 24-month contract applies. • This package is only available to customers in VDSL2 enabled areas.

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<p>TalkTV AllTime</p>	<ul style="list-style-type: none"> • \$79.95/month • UNFT is included in the monthly price as of July 9 2009 • Includes TransTALK AllTime and TransTV Essentials package line-up with TransTV eHub set-top box. • Customers must preselect TransACT for their long distance calls at all times. • 6-, 12- or 24-month contract applies. • This package is only available to customers in VDSL2 enabled areas.
<p>TransTALK AllTime</p>	<ul style="list-style-type: none"> • \$33.95/month • UNFT is included in the monthly price as of July 9 2009 • Includes Call Forwarding, Call Waiting, Three-Way Calling and Caller Number Display features. • Customers must preselect TransACT for their long distance calls at all times. • 6-, 12 or 24-month contract applies. • This package is only available to customers in VDSL2 enabled areas.
<p>TalkWEB Zoom</p>	<ul style="list-style-type: none"> • \$59.95/month • UNFT is included in the monthly price as of July 9 2009 • Includes TransTALK AllTime and TransWEB 2Mbps/256kbps. • Customers must preselect TransACT for their long distance calls at all times. • 6-, 12- or 24-month contract applies. • Six-month contract available to pre-cabled medium density units. • This package is only available to customers in VDSL2 enabled areas.
<p>TalkWEB Rapid</p>	<ul style="list-style-type: none"> • \$69.95/month • UNFT is included in the monthly price as of July 9 2009 • Includes TransTALK AllTime and TransWEB 10Mbps/2Mbps. • Customers must preselect TransACT for their long distance calls at all times. • 6-, 12- or 24-month contract applies. • This package is only available to customers in VDSL2 enabled areas.
<p>TalkWEB 30M</p>	<ul style="list-style-type: none"> • \$99.95/month • UNFT is included in the monthly price as of July 9 2009 • Includes TransTALK AllTime and TransWEB 30Mbps/10Mbps. • Customers must preselect TransACT for their long distance calls at all times. • 6-, 12- or 24-month contract applies. • This package is only available to customers in VDSL2 enabled areas.

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Packages available in ADSL2+ enabled areas on TransACT's network. Not available to premises situated in TransACT-cabled, FTTP, and VDSL2 areas.	
TalkWEB Slick	<ul style="list-style-type: none"> • \$49.95/month • UNFT is included in the monthly price as of July 9 2009 • Includes TransTALK AllTime and TransWEB 400kbps/64kbps • Customers must preselect TransACT for their long distance calls at all times • 12 or 24 month contract applies • Six-month contract available to pre-cabled medium density units.
TalkWEB Zoom	<ul style="list-style-type: none"> • \$59.95/month • UNFT is included in the monthly price as of July 9 2009 • Includes TransTALK AllTime and TransWEB 2Mbps/256kbps • Customers must preselect TransACT for their long distance calls at all times • 12 or 24 month contract applies • Six-month contract available to pre-cabled medium density units.
TalkWEB Supersonic	<ul style="list-style-type: none"> • \$69.95/month • UNFT is included in the monthly price as of July 9 2009 • Includes TransTALK AllTime and TransWEB up to 20Mbps/1 Mbps • Customers must preselect TransACT for their long distance calls at all times • 12 or 24 month contract applies • Six-month contract available to pre-cabled medium density units. • This package is only available to customers in ADSL2+ areas.
Packages available in Fibre-to-the Premise (FTTP) areas.	
FTTP Phone & Broadband 1 (12/1)	<ul style="list-style-type: none"> • \$39.90/month • UNFT is included in the monthly price as of July 9 2009 • Includes TransTALK AllTime and TransWEB 12Mbps/1Mbps • Customers must preselect TransACT for their long distance calls at all times • 12 or 24 month contract applies
FTTP Phone & Broadband 2 (25/5)	<ul style="list-style-type: none"> • \$54.90/month • UNFT is included in the monthly price as of July 9 2009 • Includes TransTALK AllTime and TransWEB 25Mbps/5Mbps • Customers must preselect TransACT for their long distance calls at all times • 12 or 24 month contract applies

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<p>FTTP Phone & Broadband 3 (100/40)</p>	<ul style="list-style-type: none"> • \$59.90/month • UNFT is included in the monthly price as of July 9 2009 • Includes TransTALK AllTime and TransWEB 100Mbps/40Mbps Customers must preselect TransACT for their long distance calls at all times • 12 or 24 month contract applies
<p>FTTP TalkTV</p>	<ul style="list-style-type: none"> • \$79.95/month • UNFT is included in the monthly price as of July 9 2009 • Includes TransTALK AllTime and TransTV Essentials package line-up. • Includes retransmission of free-to-air digital television signal via RF Overlay. • Customers must preselect TransACT for their long distance calls at all times • 12 or 24 month contract applies
<p>FTTP Pay TV</p>	<ul style="list-style-type: none"> • \$30/month • UNFT is included in the monthly price as of July 9 2009 • Includes TransTV Essentials package line-up. • Includes retransmission of free-to-air digital television signal via RF Overlay. • 12 or 24 month contract applies
<p>Forde TransTALK AllTime</p>	<ul style="list-style-type: none"> • \$33.95/month • UNFT is included in the monthly price as of July 9 2009 • Includes Call Forwarding, Call Waiting, Three-Way Calling and Caller Number Display features. • Includes retransmission of free-to-air digital television signal via RF Overlay. • Customers must preselect TransACT for their long distance calls at all times. • 12 or 24-month contract applies. • This package is only available to premises in Forde.
<p>Franklin TransTALK AllTime</p>	<ul style="list-style-type: none"> • \$33.95/month • UNFT is included in the monthly price as of July 9 2009 • Includes Call Forwarding, Call Waiting, Three-Way Calling and Caller Number Display features. • Includes retransmission of free-to-air digital television signal via RF Overlay. • Customers must preselect TransACT for their long distance calls at all times. • 12 or 24-month contract applies. • This package is only available to premises in Franklin Bridgewater Stages 2 and 3.

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National ADSL & Voice Service pricing Only available outside TransACT's network footprint	
Plan inclusions	<ul style="list-style-type: none"> • An ADSL broadband Plan. • Five email addresses, each with 20MB storage and an anti-spam and anti-virus email filtering service. • Optional usage alert sent to you via SMS when you reach 70% of your monthly download limit. • Free helpdesk support during business hours.
Contract Period and setup cost	<ul style="list-style-type: none"> • 24 Month contract Only • \$40 connection fee for the ADSL component applies • \$59 - \$299 if a new phone connection is required • \$0 if an active phone is already in place
Residential Phone & Broadband 10GB	<ul style="list-style-type: none"> • \$70.00/month • Price includes standard phone & ADSL2 broadband services • Minimum of 24-month contract applies • This package is only available to customers outside TransACT cabled areas
Residential Phone & Broadband 50GB	<ul style="list-style-type: none"> • \$80.00/month • Price includes standard phone & ADSL2 broadband services • Minimum of 24-month contract applies • This package is only available to customers outside TransACT cabled areas
Residential Phone & Broadband 100GB	<ul style="list-style-type: none"> • \$90.00/month • Price includes standard phone & ADSL2 broadband services • Minimum of 24-month contract applies • This package is only available to customers outside TransACT cabled areas
Residential Phone & Broadband 250GB	<ul style="list-style-type: none"> • \$120.00/month • Price includes standard phone & ADSL2 broadband services • Minimum of 24-month contract applies • This package is only available to customers outside TransACT cabled areas

The following call rates apply for the residential phone & broadband packages	
Local Call Rates	<ul style="list-style-type: none"> • 22 cents per call • Free On Net Calls

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<p>National Calls</p>	<ul style="list-style-type: none"> • 18 cents per minute plus a 39-cent connection fee. • Call costs capped at \$1.75 for up to a one hour call and \$2.50 for up to a 2 hour call. Normal rates apply up until each capped amount is reached and after the second hour. Cap includes the 39-cent connection fee. • Capped calls are available 24 hours, every day. • Calls exclude calls to mobile phones, special services (for example 190 and 13 numbers), operator assisted services, telecard calls, data calls and calls made to the Christmas Islands, Norfolk Island or the Cocos Islands. • Calls are billed at 1-second increments, 1-second minimum with a 39-cent connection fee.
<p>Calls to Mobile</p>	<ul style="list-style-type: none"> • 37 cents per minute • Calls are billed at 1-second increments, 1-second minimum with a 39-cent connection fee.
<p>International Calls</p>	<ul style="list-style-type: none"> • International Call Rates
<p>Calls to Satellite Services</p>	<ul style="list-style-type: none"> • Satellite Services Call Rates
<p>Terms and conditions</p>	<ul style="list-style-type: none"> • A minimum package of voice and broadband applies. A standalone broadband service is not available. • No Peak and Off-Peak periods apply. Flat metering applies • ADSL services may not be available in all areas. • Downloads and uploads are counted towards ADSL Usage quotas. • After the download limit is reached, connection speed is slowed to 72Kbps/72Kbps for the remainder of the Download Measurement Period • Unused usage quotas are forfeited and cannot be rolled over into the following period.

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<p>Phone service, TransTALK AllTime Only available to premises situated in cable, Fibre-to-the-Home, VDSL2 and ADSL2+ areas</p>	
<p>Monthly phone line rental</p>	<ul style="list-style-type: none"> • \$33.95/month • UNFT is included in the monthly price as of July 9 2009 • Includes Call Forwarding, Call Waiting, Three-Way Calling and Caller Number Display features. • Customers must preselect TransACT for their long distance calls at all times. • 12or 24-month contract applies. • Note – this phone plan is only available as a stand-alone product for Medium Density Units in TransACT-cabled areas.
<p>Local call rates</p>	<ul style="list-style-type: none"> • Free to other TransTALK and TransBIZ customers. • All other local calls 20 cents per call. • 24.2 cents for calls to 13XX numbers. • 1900 numbers charged by other carriers at a variable rate.
<p>National call rates</p>	<ul style="list-style-type: none"> • 18 cents per minute plus 39-cent connection fee. • \$1.75 for the first hour • \$2.50 for the first two hours • 39-cent connection fee included in 1 and 2 hour call caps
<p>Calls to mobiles</p>	<ul style="list-style-type: none"> • 37 cents per minute plus 39-cent connection fee.
<p>International call rates</p>	<ul style="list-style-type: none"> • Calls to international destinations
<p>Calls to satellite services</p>	<ul style="list-style-type: none"> • Calls to satellite services
<p>Phone service, TransTALK Cap Only available as part of the TalkWEB Cap \$49 products in ADSL2+ areas</p>	
<p>Monthly phone line rental</p>	<ul style="list-style-type: none"> • Included as part of the TalkWEB \$49 package • UNFT included in monthly price • Includes Call Forwarding, Call Waiting, Three-Way Calling and Caller Number Display features. • Customers must preselect TransACT for their long distance calls at all times. • 12or 24-month contract applies. • Only available in ADSL areas
<p>Local call rates</p>	<ul style="list-style-type: none"> • Free to other TransTALK and TransBIZ customers. • All other local calls 30 cents per call. 30 cents for calls to 13XX numbers. 1900 numbers charged by other carriers at a variable rate.
<p>National call rates</p>	<ul style="list-style-type: none"> • 75 cents per minute plus 39-cent connection fee.
<p>Calls to mobiles</p>	<ul style="list-style-type: none"> • Free to TransMOBILE customers. • All other local calls 75 cents per minute plus 39-cent connection fee

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International call rates	<ul style="list-style-type: none"> • Calls to international destinations
Calls to satellite services	<ul style="list-style-type: none"> • Calls to satellite services

Phone service, TransTALK Flex	
TransTALK Flex	<ul style="list-style-type: none"> • HRefer to TransTALK Flex Standard Form of Agreement
Other phone features	
Allocation of 6161 TransACT phone numbers	<ul style="list-style-type: none"> • Normal/bronze – no charge • Silver – \$75.00 • Gold – \$1,500.00 • Platinum – \$7,500.00 • Please call 13 30 61 for details.
Call barring	<ul style="list-style-type: none"> • \$3.00/month • Available to TransTALK Premium, TransTALK AllTime and TransBIZ customers.
Silent number	<ul style="list-style-type: none"> • \$3.00/month • Available to TransTALK Premium, TransTALK AllTime and TransBIZ customers.
Virtual diversion	<ul style="list-style-type: none"> • \$12.00/month plus call charges (if any)
TalkNUMBERS	<ul style="list-style-type: none"> • \$5.50/month per additional number (up to three numbers) • Available to TransTALK AllTime, TransTALK Premium and TransBIZ 1 customers.
FaxNUMBER	<ul style="list-style-type: none"> • \$5.50/month (one number only) • Available to TransTALK AllTime, TransTALK Premium and TransBIZ 1 customers.
TalkMAIL	<ul style="list-style-type: none"> • \$5.50/month • Available to TransTALK AllTime, TransTALK Premium and TransBIZ 1 customers.
Reserving a TransACT number	<ul style="list-style-type: none"> • \$20.00/month

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2.2 Connection charges – current

Connection charges for TransACT cabled areas	
<p>Standard connection where no previous connection is in place or connection is inactive – 12 month contract</p>	<ul style="list-style-type: none"> • \$299.00 • For residences with no previous connection at all and residences with an inactive connection. • A standard connection consists of an overhead cable from the pole to the house and one or two outlets depending on services selected, unless such outlets already exist at the installation address. If you require additional outlets, your installation contractor will provide you with a quote on the day of installation. • 12-month contract period applies. • The connection charge is included on the first invoice.
<p>Standard connection where no previous connection is in place or connection is inactive – 24 month contract</p>	<ul style="list-style-type: none"> • \$199.00 • For residences with no previous connection at all and residences with an inactive connection. • A standard connection consists of an overhead cable from the pole to the house and one or two outlets depending on services selected, unless such outlets already exist at the installation address. If you require additional outlets, your installation contractor will provide you with a quote on the day of installation. • 24-month contract period applies. • The connection charge is included on the first invoice.
<p>Standard connection where an active connection is already in place</p>	<ul style="list-style-type: none"> • Where a new customer activates TransACT services in a residence with an active connection • A standard connection consists of an overhead cable from the pole to the house and one or two outlets depending on services selected, unless such outlets already exist at the installation address. If you require additional outlets, your installation contractor will provide you with a quote on the day of installation. • \$55.00 account establishment fee • Where the customer requires the same or less services that the house is cabled for. • 12-month or 24-month contract period applies. • The account establishment fee is included on the first invoice. • If a customer requires more services than the house is currently cables for: • \$299.00 standard connection fee applies for 12 month contract • \$199.00 standard connection fee applies for 24-month contract • The standard connection fee is included on the first invoice.

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<p>Non-standard connection</p>	<ul style="list-style-type: none"> • Quotation required – price on application • A non-standard connection consists of an underground connection from the pole to the house and one or two outlets depending on services selected. • Connection price and contract terms are negotiated with TransACT prior to installation. • Site inspection required.
<p>Medium density units standard connection (pre-cabled for TransACT)</p>	<ul style="list-style-type: none"> • \$399.00 administration fee • Six-month contract applies. • \$55.00 administration fee • 12-month contract applies. • Free with a 24-month contract.
<p>Connection charges for VDSL areas</p>	
<p>Medium density units standard connection (pre-cabled for TransACT)</p>	<ul style="list-style-type: none"> • \$399.00 administration fee • Six-month contract applies. • \$55.00 administration fee • 12-month contract applies. • Free with a 24-month contract.
<p>Connection charges for ADSL2+ enabled areas</p>	
<p>Standard connection 12-month contract</p>	<ul style="list-style-type: none"> • \$199.00 • The connection charge is included on the first invoice.
<p>Standard connection 24-month contract</p>	<ul style="list-style-type: none"> • \$149.00 • The connection charge is included on the first invoice.
<p>Self Install Option Fees</p>	<ul style="list-style-type: none"> • \$55.00 Connection Fee on a 12-month Contract (includes delivery of modem) • \$0.00 Connection Fee on a 24-month Contract (includes delivery of modem) • \$100.00 modem (Ethernet Router) • Free modem on a 24-month Contract • The connection and modem charge is included on the first invoice.
<p>Account establishment charge</p>	<ul style="list-style-type: none"> • \$55.00 • Where TransACT waives any standard connection fees a \$55.00 account establishment charge will apply. • The account establishment charge is included on the first invoice.

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Connection charges for Fibre-to-the-Home (FTTP)	
Standard connection 12-month contract	<ul style="list-style-type: none"> • \$299.00 • The connection charge is included on the first invoice.
Standard connection 24-month contract	<ul style="list-style-type: none"> • \$199.00 • The connection charge is included on the first invoice.
Non-standard connection	<ul style="list-style-type: none"> • Quotation required – price on application • A non-standard connection consists of an underground connection from the pole to the house and one or two outlets depending on services selected. • Connection price and contract terms are negotiated with TransACT prior to installation. • Site inspection required.
Connection charges for National ADSL * Voice services	
Standard connection 24-month contract	<ul style="list-style-type: none"> • \$40.00 • The connection charge is included on the first invoice.
Other connection charges for cabled areas, VDSL2 areas, ADSL2+ enabled areas and Fibre-to-the-Home (FTTP)	
Cancelling or rescheduling an installation appointment with less than 24 hours notice – TransACT cabled areas and FTTP areas	<ul style="list-style-type: none"> • \$55.00 administration fee • \$55.00 administration fee applies if a scheduled installation appointment is cancelled or rescheduled with less than 24 hours notice.
Cancelling or rescheduling an installation appointment with less than 24 hours notice – ADSL2+ enabled areas	<ul style="list-style-type: none"> • \$200.00 administration fee • \$200.00 administration fee applies if a scheduled installation appointment is cancelled or rescheduled with less than 24 hours notice.
Additional outlets	<ul style="list-style-type: none"> • A quotation for additional outlets can be provided at the time of installation.
Additional outlets – medium density units	<ul style="list-style-type: none"> • Quotation can be provided during installation.
Additional work required at time of install	<ul style="list-style-type: none"> • Quotation required • Including roof lifting, tree trimming, risers and other additional work required at time of install.

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2.3 Billing-related charges – current

Reconnection after non-payment of account	<ul style="list-style-type: none"> • \$55.00 administration fee – if site visit is not required. • Service call-out fee applies if site visit is required.
Paper bill fee	<ul style="list-style-type: none"> • \$1.49 per bill sent

2.4 Equipment – current

Set-top box	
Motorola set-top box	<ul style="list-style-type: none"> • \$1,749.00 if lost or stolen. • Includes cost for a replacement set-top box and service call-out fee for provisioning the new set-top box. • \$1,749.00 if not returned after cancellation of services. • Includes service call-out fee. • Cost for repairing or replacing plus service call-out fee if damaged.
I3 set-top box	<ul style="list-style-type: none"> • \$550.00 if lost or stolen. • Includes cost for a replacement set-top box and service call-out fee for provisioning the new set-top box. • \$550.00 if not returned after cancellation of services. • Includes service call-out fee. • Cost for repairing or replacing plus service call-out fee if damaged.
eHub set-top box	<ul style="list-style-type: none"> • \$400.00 if lost or stolen. • Includes cost for a replacement set-top box and service call-out fee for provisioning the new set-top box. • \$400.00 if not returned after cancellation of services. • Includes service call-out fee. • Cost for repairing or replacing plus service call-out fee if damaged.
Modem	
Flx Stream modem	<ul style="list-style-type: none"> • \$997.88 if lost or stolen. • Includes cost for a replacement modem and service call-out fee for provisioning the new modem. • \$997.88 if not returned after cancellation of services. • Includes service call-out fee. • Cost for repairing or replacing plus service call-out fee if damaged.

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ISG modem	<ul style="list-style-type: none"> • \$715.00 if lost or stolen. • Includes cost for a replacement modem and service call-out fee for provisioning the new modem. • \$715.00 if not returned after cancellation of services. • Includes service call-out fee. • Cost for repairing or replacing plus service call-out fee if damaged.
VDSL2 Modem (Ethernet Router)	<ul style="list-style-type: none"> • \$250.00 if lost or stolen. • Includes cost for a replacement modem and service call-out fee for provisioning the new modem. • \$250.00 if not returned after cancellation of services. • Includes service-call-out fee. • Cost for repairing or replacing plus service call-out fee if damaged.
Netcomm NB6	<ul style="list-style-type: none"> • \$100.00
Netcomm NB6Plus4	<ul style="list-style-type: none"> • \$115.00
Netcomm NB6Plus4W	<ul style="list-style-type: none"> • \$130.00
Other charges	
Set-top box remote control	<ul style="list-style-type: none"> • \$55.00 if lost, stolen or broken. • Includes cost for a replacement set-top box remote control. • Customer to collect replacement remote control from TransACT.
Replacement of internal cables connecting the modem or set-top box to the wall socket	<ul style="list-style-type: none"> • Service call-out charge applies.
Replacement of wall sockets or plugs attached to TransACT internal cabling	<ul style="list-style-type: none"> • Service call-out charge applies.

2.5 Callout charges – current

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Service call-out	<ul style="list-style-type: none"> • No charge if due to TransACT network or equipment failure. • Minimum \$120.00 call-out fee applies for the first 30 minutes plus \$35.00 per 15 minutes thereafter for non-TransACT faults.
Set-top box collection fee	<ul style="list-style-type: none"> • \$55.00

2.6 Internet service provider – current

Internet service provider	<ul style="list-style-type: none"> • Please contact your ISP for fees and charges. • Visit http://www.transact.com.au/internet or call 13 30 61 for a list of ISPs available on the TransACT network.
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2.7 Changes to services

Cancellation of services in TransACT-cabled areas, VDSL2 areas and Fibre-to-the-Home (FTTP)	
Cancellation of services within contract period (standard installation)	<ul style="list-style-type: none"> • \$200.00 plus remainder of installation fees from instalment plan (if applicable) • For any reason including moving house to an ADL enabled area or non-cabled area. • Fee will be payable regardless of whether a connection fee was charged or not.
Cancellation of services within a two-year contract period (non-standard installation)	<ul style="list-style-type: none"> • \$300.00 for cancellations within the first year. • \$200.00 for cancellations within the second year.
Cancellation of services within a three-year contract period (non-standard installation)	<ul style="list-style-type: none"> • \$500.00 for cancellations within the first year. • \$300.00 for cancellations within the second year. • \$200.00 for cancellations within the third year.
Cancellation of HomeMOBILE Cap packages within 12 month contract period	<ul style="list-style-type: none"> • \$300.00 • Cancellation fee will be waived if the equivalent number of services are taken up from TransACT's current suite of contracted mobile and fixed line products.
Cancellation of HomeMOBILE Cap packages within a 24 month contract period	<ul style="list-style-type: none"> • \$400.00 within first 12 months • \$300.00 within second 12 month period • Cancellation fee will be waived if the equivalent number of services are taken up from TransACT's current suite of contracted mobile and fixed line products.
Cancellation of services in ADSL2+ enabled areas	

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<p>Cancellation of services within contract period (standard installation)</p>	<ul style="list-style-type: none"> • \$200.00 plus remainder of installation fees from instalment plan (if applicable) • For any reason including moving house to a non-cabled area. • Fee will be payable regardless of whether a connection fee was charged or not.
<p>Cancellation of HomeMOBILE Cap packages within 12 month contract period</p>	<ul style="list-style-type: none"> • \$300.00 • Cancellation fee will be waived if the equivalent number of services are taken up from TransACT's current suite of contracted mobile and fixed line products.
<p>Cancellation of HomeMOBILE Cap packages within a 24 month contract period</p>	<ul style="list-style-type: none"> • \$400.00 • Cancellation fee will be waived if the equivalent number of services are taken up from TransACT's current suite of contracted mobile and fixed line products.
<p>Cancellation after an installation appointment is made, but before installation takes place</p>	<ul style="list-style-type: none"> • \$200.00 administration fee applies
<p>Cancellation of National ADSL & Voice Services</p>	
<p>Cancellation of services within contract period (standard installation)</p>	<ul style="list-style-type: none"> • \$200.00 plus remainder of installation fees from instalment plan (if applicable) • For any reason including moving house to a non-cabled area. • Fee will be payable regardless of whether a connection fee was charged or not.
<p>Relocation of services</p>	
<p>Existing customer relocating to a TransACT serviced area (including National ADSL & Voice) and immediately signing up for TransACT services</p>	<ul style="list-style-type: none"> • No cancellation fee applies • \$55.00 administration fee for 12-month contract • Free with a 24-month contract. • Non-standard installation fees may apply in the new location. • Note – for technical reasons, not all homes can be connected.
<p>Delayed relocation</p>	<ul style="list-style-type: none"> • That is where the customer is forced to move from property, resides in a temporary residence, and then moves to a home that can be connected to TransACT services. • A cancellation fee will be charged but if the customer signs a new contract within three months of cancelling, the cancellation fee charged will be credited to the customer's account on re-connection.

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Cancellation of bundled services	
TransACT and ActewAGL bundle within the contract period	<ul style="list-style-type: none"> • \$50.00 bundle administration fee applies for cancellation of the TransACT component of the bundled services. • Note – \$200.00 cancellation fee may apply if TransACT services are cancelled within the contract period.
Transfer of services	
To another person at the same premise/install address	<ul style="list-style-type: none"> • \$55.00 administration fee plus outstanding instalment fees (if any) • The original account holder will incur this charge. • The new account holder is required to sign a new 12-month contract. • A release notification and signature from the original customer is required.
To a family member at the same premises/install address	<ul style="list-style-type: none"> • No administration fee. • The original account holder is liable for outstanding instalment fees (if any). • The new account holder is required to sign a new 12-month contract. • A release notification and signature from the original customer is required.
To a spouse or partner due to deceased account holder at the same premises/install address	<ul style="list-style-type: none"> • No administration fee. • • Transfer of service will remain within the existing contract term • • A death certificate of the deceased account holder is required

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<p>Changes to existing packages</p> <ul style="list-style-type: none"> • Customers are required to sign a new contract when changing existing products or packages. • Applies to all TransACT products and services. 	
<p>Where additional hardware or wiring is required</p>	<p>Where the dollar value of the monthly access fee for the new contract is greater than or equal to the old, no administration fee is payable to effect the package change except where additional hardware is required. Additional hardware in the form of a modem or set-top box is required for upgrades from a TransTALK Flex phone or HomeMOBILE Cap service to a Home Pack, TalkTV or TalkWEB package, or from a TalkWEB package to a Home Pack, or vice versa providing that the value of the new contract is greater than or equal to the old.</p> <ul style="list-style-type: none"> • \$55.00 • With a 12 or 24-month contract. • For upgrades from a TransTALK Flex phone or HomeMOBILE Cap service to a Home Pack, TalkTV or TalkWEB package, or from a TalkWEB package to a Home Pack. • Only applies when there is an existing cabling or wiring available for the additional service(s). • \$299.00 • With a 12-month contract. • Only applies when there is no existing cabling or wiring available for the additional service(s). • For upgrades from a TransTALK Flex phone or HomeMOBILE Cap service to a Home Pack, TalkTV or TalkWEB package, or from a TalkWEB package to a Home Pack. • Additional costs will apply where extra cabling or wiring is required. A separate quotation will be provided. • \$199.00 • With a 24-month contract. • Only applies when there is no existing cabling or wiring available for the additional service(s). • For upgrades from a TransTALK phone service to a Home Pack, TalkTV or TalkWEB package, or from a TalkWEB package to a Home Pack. • Additional costs will apply where extra cabling or wiring is required. A separate quotation will be provided.

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Administration fee	<p>A package change administration fee of \$55.00 applies when the dollar value of the monthly access fee for the new contract is less than the old.</p> <ul style="list-style-type: none"> • \$55.00 administration fee • With a 12-month contract • Free • With a new 24-month contract <p>Note - it is not possible to remove a phone service from a Home Pack.</p>
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Changes to phone numbers	
Request to port an existing (Telstra) phone number to TransACT and removal of the TransACT phone number after installation has taken place	<ul style="list-style-type: none"> • \$55.00 administration fee.
Changes to an active phone number after installation	<p>A phone number change occurs when the customer requests a changeover from a Telstra number to a TransACT number or vice versa, or from one TransACT number to another TransACT number.</p> <ul style="list-style-type: none"> • \$55.00 administration fee applies per change unless the number chosen has any extra fee attached to it for being a Platinum, Gold or Silver number.
Services on hold	
Services put on hold for any period between three to six months	<ul style="list-style-type: none"> • \$55.00 administration fee plus 50 per cent of the normal monthly access fee for services. • Applies from the start of the suspension period. • This service is not available to customers in ADSL2+ enabled areas. • Request for services to be put on hold is not available for any period less than three months or greater than six months.

2.8 TransTV channels and additional TransTV services

TransTV is only available to customers in TransACT cabled areas, VDSL2 areas and FTTP areas as part of a Home Pack or TalkTV package	
Movie Package	<ul style="list-style-type: none"> • \$15.95/month • Includes Movie ONE, Movie TWO, Movie EXTRA and Movie GREATS. Movie TWO is a time-shifted version of Movie

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	<p>ONE</p> <ul style="list-style-type: none"> Twelve-month contract applies
Discovery package	<ul style="list-style-type: none"> \$7.95/month Includes Animal Planet, Discovery Home and Health, Discovery Turbo, Discovery Science and Discovery Travel and Living. Six-month contract applies.
Director's Choice – Australian Christian Channel	<ul style="list-style-type: none"> \$1.95/month Australian Christian Channel Six -month contract applies.
Director's Choice – ERTworld	<ul style="list-style-type: none"> \$5.95/month ERTworld Six -month contract applies.
Director's Choice – CCTV4	<ul style="list-style-type: none"> \$1.95/month CCTV4 Six -month contract applies.
Director's Choice – euronews (Italian)	<ul style="list-style-type: none"> \$1.95/month euronews Italian Six -month contract applies.
Director's Choice – euronews (Spanish)	<ul style="list-style-type: none"> \$1.95/month euronews Spanish Six -month contract applies.
Director's Choice – EWTN	<ul style="list-style-type: none"> \$1.95/month EWTN (Eternal Word Television Network) Six -month contract applies.
Director's Choice – RTPi	<ul style="list-style-type: none"> \$5.95/month RTPi (Portuguese) Six -month contract applies.
Director's Choice – Setanta Sports	<ul style="list-style-type: none"> \$14.95/month Setanta Sports Six -month contract applies.
Early cancellation fee of additional channels and channel packages	<ul style="list-style-type: none"> \$15.00 administration fee Applies if the remaining value on the contract is greater than \$5.00 and less than or equal to \$22.50. \$30.00 administration fee Applies if the remaining value on the contract is greater than \$22.50 and less than or equal to \$40.00. \$50.00 administration fee Applies if the remaining value on the contract is greater than \$40.00

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<p>Additional TransTV services (Not available in FTTP areas)</p>	<ul style="list-style-type: none"> • \$79.95/month (for each additional TransTV service) • Includes existing subscription television channels and access to paid services. • 12-month contract applies. • Connection fee applies. • \$99.00 for a standard installation completed in conjunction with initial connection. • \$249.00 for a standard installation completed after initial connection.
<p>TransTV Free 1-Month Discovery & Combo Package</p>	
<p>Free 1-Month Discovery & Combo Package</p>	<ul style="list-style-type: none"> • \$19.95/month after 1 month trial period • Available to all customers who subscribe to TransTV after 5 November 2008 • Customers will be given the option to receive free 1-month of Discovery & Movie package from the date of service activation. • Customers who opt-in to the 1 month free will be given the option to cancel either package during the free trial month without incurring cancellation fee. • After the free trial period, normal contract periods apply. • 6-month contract applies to Discovery package after free trial period. • 12-month contract applies to Movie package after free trial period. • Early termination fees apply. • If either of the channel packages comprising the combo package are cancelled at any time, the individual package prices will apply.

2.9 Promotional Offers

<p>“Rebate Offer”</p>	<ul style="list-style-type: none"> • For customers offered a one-off promotional rebate at the point of sign-up, the following additional charges will apply: • Early Cancellation Fee – in addition to any other cancellation fees payable under our CRA, you will also be charged a rebate cancellation fee, calculated using the following formula: <div style="text-align: center;"> $\text{Rebate amount} \times \frac{\text{Number of months remaining in Contract}}{\text{Contact period at the time of cancellation}}$ </div>
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2.10 Legacy Services

Packages available in Fibre-to-the Home (FTTH) areas. – from 9 November 2012 the following packages will not be sold.	
Forde Home Pack 10M introductory offer	<ul style="list-style-type: none"> • \$105.00/month for the first six months • \$84.95/month after the first six months • UNFT is included in the monthly price as of July 9 2009 • Includes TransTALK AllTime, TransWEB 10Mbps/2Mbps and TransTV Essentials package line-up. • Includes retransmission of free-to-air digital television signal via RF Overlay. • Customers must preselect TransACT for their long distance calls at all times • 12 month contract applies • Reduced installation fee of \$180.30 is included in the package price for the first six months. • This package is only available to premises in Forde.
Franklin Home Pack 10M introductory offer	<ul style="list-style-type: none"> • \$105.00/month for the first six months • \$84.95/month after the first six months • UNFT is included in the monthly price as of July 9 2009 • Includes TransTALK AllTime, TransWEB 10Mbps/2Mbps and TransTV Essentials package line-up. • Includes retransmission of free-to-air digital television signal via RF Overlay. • Customers must preselect TransACT for their long distance calls at all times • 12 month contract applies • Reduced installation fee of \$180.30 is included in the package price for the first six months. • This package is only available to premises in Franklin Bridgewater Stages 2 and 3.
FTTH Home Pack 10M	<ul style="list-style-type: none"> • \$84.95/month • UNFT is included in the monthly price as of July 9 2009 • Includes TransTALK AllTime, TransWEB 10Mbps/2Mbps and TransTV Essentials package line-up. • Includes retransmission of free-to-air digital television signal via RF Overlay. • Customers must preselect TransACT for their long distance calls at all times • 12 or 24 month contract applies

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<p>FTTH Home Pack 30M</p>	<ul style="list-style-type: none"> • \$129.95/month • UNFT is included in the monthly price as of July 9 2009 • Includes TransTALK AllTime, TransWEB 30Mbps/10Mbps and TransTV Essentials package line-up. • Includes retransmission of free-to-air digital television signal via RF Overlay. • Customers must preselect TransACT for their long distance calls at all times • 12 or 24 month contract applies
<p>FTTH Home Pack 100M</p>	<ul style="list-style-type: none"> • \$149.95/month • UNFT is included in the monthly price as of July 9 2009 • Includes TransTALK AllTime, TransWEB 100Mbps/20Mbps and TransTV Essentials package line-up. • Includes retransmission of free-to-air digital television signal via RF Overlay. • Customers must preselect TransACT for their long distance calls at all times • 12 or 24 month contract applies
<p>FTTH TalkTV</p>	<ul style="list-style-type: none"> • \$79.95/month • UNFT is included in the monthly price as of July 9 2009 • Includes TransTALK AllTime and TransTV Essentials package line-up. • Includes retransmission of free-to-air digital television signal via RF Overlay. • Customers must preselect TransACT for their long distance calls at all times • 12 or 24 month contract applies
<p>FTTH TalkWEB 10M</p>	<ul style="list-style-type: none"> • \$59.95/month • UNFT is included in the monthly price as of July 9 2009 • Includes TransTALK AllTime and TransWEB 10Mbps/2Mbps • Customers must preselect TransACT for their long distance calls at all times • 12 or 24 month contract applies
<p>FTTH TalkWEB 30M</p>	<ul style="list-style-type: none"> • \$99.95/month • UNFT is included in the monthly price as of July 9 2009 • Includes TransTALK AllTime and TransWEB 30Mbps/10Mbps • Customers must preselect TransACT for their long distance calls at all times • 12 or 24 month contract applies

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<p>FTTH TalkWEB 100M</p>	<ul style="list-style-type: none"> • \$119.95/month • UNFT is included in the monthly price as of July 9 2009 • Includes TransTALK AllTime and TransWEB 100Mbps/20Mbps • Customers must preselect TransACT for their long distance calls at all times • 12 or 24 month contract applies
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<p>TransTV channels and additional TransTV services – from 4 September 2008 the following products will not be sold</p> <ul style="list-style-type: none"> • Any changes to the services below will require a transfer to one of the current services above. • These packages cannot be relocated. 	
<p>Family package</p>	<ul style="list-style-type: none"> • \$17.95/month • Includes Al Jazeera English, Animal Planet, Boomerang, Channel News Asia, Discovery Home and Health, Discovery Real Time, Discovery Science, Discovery Travel and Living, E!, ESPN, EWTN, Fashion TV, MCM TOP and Nat Geo Adventure and National Geographic Channel. • Six-month contract applies.
<p>Lifestyle package</p>	<ul style="list-style-type: none"> • \$12.95/month • Includes Al Jazeera English, Animal Planet, Channel News Asia, Discovery Home and Health, Discovery Travel and Adventure, Discovery Travel and Living, ESPN, Fashion TV, MCM TOP, Nat Geo Adventure and National Geographic Channel. • Six-month contract applies.
<p>Director’s Choice – Al Jazeera English</p>	<ul style="list-style-type: none"> • \$1.95/month • Al Jazeera English • Six -month contract applies.
<p>Director’s Choice – Boomerang</p>	<ul style="list-style-type: none"> • \$1.95/month • Boomerang • Six -month contract applies.
<p>Director’s Choice – Channel News Asia</p>	<ul style="list-style-type: none"> • \$1.95/month • Channel News Asia • Six -month contract applies.
<p>Director’s Choice – E!</p>	<ul style="list-style-type: none"> • \$2.95/month • E! Entertainment • Six -month contract applies.
<p>Director’s Choice – ESPN</p>	<ul style="list-style-type: none"> • \$2.95/month • ESPN • Six -month contract applies.
<p>Director’s Choice – Fashion TV</p>	<ul style="list-style-type: none"> • \$1.95/month

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	<ul style="list-style-type: none"> • Fashion TV • Six -month contract applies.
Director’s Choice – Nat Geo Adventure	<ul style="list-style-type: none"> • \$2.95/month • Nat Geo Adventure • Six -month contract applies.
Director’s Choice - National Geographic	<ul style="list-style-type: none"> • \$2.95/month • National Geographic • Six -month contract applies.
Director’s Choice – TV5	<ul style="list-style-type: none"> • \$1.95/month • TV5 (French) • Six -month contract applies.
Director’s Choice – MCM TOP (discontinued 30/09/2011)	<ul style="list-style-type: none"> • \$1.95/month • MCM TOP • Six -month contract applies.

Phone, broadband and television packages – from 21 May 2007 the following packages will not be sold

- Any changes to the packages below will require a transfer to one of the current packages above.
- These packages cannot be relocated.

Home Pack 1500	<ul style="list-style-type: none"> • \$72.95/month • UNFT is included in the monthly price as of July 9 2009 • Includes TransTALK AllTime, TransWEB 1.5Mbps/256kbps and TransTV Classic line-up. • Customers must preselect TransACT for their long distance calls at all times. • 12- or 24-month contract applies. • This package is only available to customers in TransACT cabled areas.
Home Pack 2000	<ul style="list-style-type: none"> • \$102.95/month • UNFT is included in the monthly price as of July 9 2009 • Includes TransTALK AllTime, TransWEB 12Mbps/512kbps and TransTV Classic line-up. • Customers must preselect TransACT for their long distance calls at all times. • 12- or 24-month contract applies. • This package is only available to customers in TransACT cabled areas.

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<p>Phone and mobile packages – from 1 September 2012 the following packages will not be sold.</p> <ul style="list-style-type: none"> • Any changes to the packages below will require a transfer to one of the current packages above. • These packages cannot be relocated. 	
<p>HomeMOBILE Cap 69</p>	<ul style="list-style-type: none"> • \$69.00/month • UNFT is included in the monthly price as of July 9 2009 • Customers must preselect TransACT for their long distance calls at all times • \$100.00 worth of credit per month on TransTALK AllTime and TransMOBILE service combined • TransTALK AllTime calls included in cap - Local/National/Calls to Mobile • TransMOBILE calls included in cap – Voice Calls, Video Calls, and Text messages to Aust fixed/mobile services, Voicemail, MMS, GPRS • For Mobile Call Rates refer to TransMOBILE Standard Form of Agreement • 12 or 24 month contract applies • Add on TransWEB 2Mbps/256kbps for \$20.00 per month(VDSL & ADSL2) • Add on TransWEB 8Mbps/450Kbps for \$30.00 per month (VDSL) • Add on TransWEB 20Mbps/1Mbps for \$30.00 per month (ADSL2) • Add on TransWEB 60Mbps/15Mbps for \$30.00 per month (VDSL2) • Add TransTV for \$27.00 per month (Cable) / \$37.00 per month (VDSL2)
<p>HomeMOBILE Cap 89</p>	<ul style="list-style-type: none"> • \$89.00/month • UNFT is included in the monthly price as of July 9 2009 • Customers must preselect TransACT for their long distance calls at all times • \$150.00 worth of credit per month on TransTALK AllTime and TransMOBILE service combined • TransTALK AllTime calls included in cap - Local/National/Calls to Mobile • TransMOBILE calls included in cap – Voice Calls, Video Calls, and Text messages to Aust fixed/mobile services, Voicemail, MMS, GPRS • For Mobile Call Rates refer to TransMOBILE Standard Form of Agreement • 12 or 24 month contract applies • Add on TransWEB 2Mbps/256kbps for \$20.00 per month(VDSL & ADSL2) • Add on TransWEB 8Mbps/450Kbps for \$30.00 per month (VDSL) • Add on TransWEB 20Mbps/1Mbps for \$30.00 per month (ADSL2) • Add on TransWEB 60Mbps/15Mbps for \$30.00 per month (VDSL2)

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<p>TalkWEB Cap \$49</p>	<ul style="list-style-type: none"> • Add TransTV for \$27.00 per month (Cable) / \$37.00 per month (VDSL2) • \$49.00/month • UNFT included in monthly price • Includes TransTALK Cap and TransWEB product up to 20Mbps/1Mbps • \$49.00 of credit per month on TransTALK Cap service. • TransTALK Cap calls included in cap – Local/National/Calls to Mobile/Calls to 13xx • Customers must preselect TransACT for their long distance calls at all times <p>24 month contract applies</p>
<p>Phone and broadband packages – from 1 March 2007 the following packages will not be sold.</p> <ul style="list-style-type: none"> • Any changes to the packages below will require a transfer to one of the current packages above. • These packages cannot be relocated. 	
<p>TalkWEB 400</p>	<ul style="list-style-type: none"> • \$49.95/month • UNFT is included in the monthly price as of July 9 2009 • Includes TransTALK AllTime and TransWEB 400kbps/64kbps. • Customers must preselect TransACT for their long distance calls at all times. • 12- or 24-month contract applies. • This package is only available to customers in an ADSL2+ enabled area.
<p>TalkWEB 1000</p>	<ul style="list-style-type: none"> • \$59.95/month • UNFT is included in the monthly price as of July 9 2009 • Includes TransTALK AllTime and TransWEB 1Mbps/128kbps. • Customers must preselect TransACT for their long distance calls at all times. • 12- or 24-month contract applies. • Six-month contract available to pre-cabled medium density units. • This package is available in both TransACT cabled and ADSL2+ enabled areas.
<p>TalkWEB 1500</p>	<ul style="list-style-type: none"> • \$59.95/month • UNFT is included in the monthly price as of July 9 2009 • Includes TransTALK AllTime and TransWEB 1.5Mbps/256kbps. • Customers must preselect TransACT for their long distance calls at all times. • 12- or 24-month contract applies. • Six-month contract available to pre-cabled medium density units. • This package is available in both TransACT cabled and ADSL2+ enabled areas.

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<p>TalkWEB 2000</p>	<ul style="list-style-type: none"> • \$92.95/month • UNFT is an additional included in the monthly price as of July 9 2009 • Includes TransTALK AllTime and TransWEB 2Mbps/512kbps. • Customers must preselect TransACT for their long distance calls at all times. • 12- or 24-month contract applies. • Six-month contract available to pre-cabled medium density units. • This package is available in both TransACT cabled and ADSL2+ enabled areas.
<p>Medium Density Unit packages – from 7 November 2005 the following packages will not be sold.</p> <ul style="list-style-type: none"> • Any changes to the packages below will require a transfer to one of the current packages above. • These packages cannot be relocated. 	
<p>TalkWEB 512 (For medium density units)</p>	<ul style="list-style-type: none"> • \$67.95/month • UNFT is included in the monthly price as of July 9 2009 • Includes TransTALK Premium and TransWEB 512kbps/128kbps • Customers must preselect TransACT for their long distance calls at all times. • Six-month contract applies.
<p>TransTALK Premium monthly phone line rental (for medium density units)</p>	<ul style="list-style-type: none"> • \$33.95/month • UNFT is included in the monthly price as of July 9 2009 • Includes Call Forwarding, Call Waiting, Three-Way Calling and Caller Number Display Features. • Customers must preselect TransACT for their long distance calls at all times. • Six-month contract applies.
<p>Phone, broadband and television packages – from 19 April 2005 the following packages will not be sold.</p> <ul style="list-style-type: none"> • Any changes to the packages below will require a transfer to one of the current packages above. • These packages cannot be relocated. 	
<p>TalkWEB 512</p>	<ul style="list-style-type: none"> • \$57.95/month • UNFT is included in the monthly price as of July 9 2009 • Includes TransTALK Premium and TransWEB 512kbps/128kbps. • Customers must preselect TransACT for their long distance calls at all times.

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TransTALK Premium – from 19 April 2005 this product will not be sold. <ul style="list-style-type: none"> Any changes to existing TransTALK Premium Services will require an upgrade to TransTALK AllTime. This service cannot be relocated. 	
TransTALK Premium	<ul style="list-style-type: none"> \$33.95/month UNFT is included in the monthly price as of July 9 2009 Includes Call Forwarding, Call Waiting, Three-Way Calling and Caller Number Display features Customers must preselect TransACT for their long distance calls at all times. 12-month minimum contract applies.
Local call rates	<ul style="list-style-type: none"> Free to other TransTALK and TransBIZ customers. All other local calls 20 cents per call. 24.2 cents for calls to 13XX numbers. 1900 numbers charged by other carriers at a variable rates.
National call rates	<ul style="list-style-type: none"> 18 cents per minute plus 39-cent connection fee. \$2.50 cap rate for two hours (includes 35 cent connection fee).
Calls to mobiles	<ul style="list-style-type: none"> 37 cents per minute plus 39-cent connection fee.
International call rates	<ul style="list-style-type: none"> Calls to international destinations and international non-roaming mobiles.
Calls to satellite services	<ul style="list-style-type: none"> Calls to satellite services

3. COMMERCIAL CHARGES

All charges are GST inclusive.

3.1 Phone services

TransBIZ 1 (PSTN analogue phone service) Available in Cable, ADSL2+ and FTTP areas	
Monthly phone line rental	<ul style="list-style-type: none"> \$34.95/month UNFT is included in the monthly price as of July 9 2009 Includes Call Forwarding, Call Waiting, Three-Way Calling and Caller Number Display features. Customers must preselect TransACT for their long distance calls at all times. Minimum of 12-month contract applies.
Local call rates	<ul style="list-style-type: none"> Free to other TransTALK and TransBIZ customers. All other local calls 16 cents per call. 24 cents for calls to 13XX numbers. 1900 numbers charged by other carriers at a variable rate.
National call rates	<ul style="list-style-type: none"> 12 cents per minute plus 10-cent connection fee.

IINET GROUP CRA – TRANSACT PRICING SCHEDULE FOR CABLE, ADSL, VDSL2 & FTTP SERVICES

Calls to mobiles	<ul style="list-style-type: none"> • 33 cents per minute plus 25-cent connection fee.
International call rates	<ul style="list-style-type: none"> • Calls to international destinations
Calls to satellite services	<ul style="list-style-type: none"> • H • Calls to satellite services
TransBIZ 2 (ISDN digital phone service)	
Monthly phone line rental	<ul style="list-style-type: none"> • \$57.80/month • UNFT is included in the monthly price as of July 9 2009 • Includes Call Forwarding, Call Waiting, Three-Way Calling and Caller Number Display features. • Customers must preselect TransACT for their long distance calls at all times. • Minimum of 12-month contract applies.
Local call rates	<ul style="list-style-type: none"> • Free to other TransTALK and TransBIZ customers. • All other local calls 16 cents per call. • 24 cents for calls to 13XX numbers. • 1900 numbers charged by other carriers at a variable rate.
Data call rates	<ul style="list-style-type: none"> • Local data call rate – 3.5 cents per minute plus 5-cent connection fee. • National data call rate – 15 cents per minute plus 10-cent connection fee.
National call rates	<ul style="list-style-type: none"> • 12 cents per minute plus 10-cent connection fee.
Calls to mobiles	<ul style="list-style-type: none"> • 33 cents per minute plus 25-cent connection fee.
International call rates	<ul style="list-style-type: none"> • Calls to international destinations
Calls to satellite services	<ul style="list-style-type: none"> • H • Calls to satellite services

TransBIZ 10/23/30 (ISDN digital phone service)	
Monthly phone line rental	<ul style="list-style-type: none"> • TransBIZ 10 – \$234.50/month • TransBIZ 20 – \$458.00/month • TransBIZ 30 – \$654.50/month • UNFT is included in the monthly price as of July 9 2009 • Includes Call Forwarding, Call Waiting, Three-Way Calling and Caller Number Display features. • Customers must preselect TransACT for their long distance calls at all times. • Minimum of 12-month contract applies.

IINET GROUP CRA – TRANSACT PRICING SCHEDULE FOR CABLE, ADSL, VDSL2 & FTTP SERVICES

Local call rates	<ul style="list-style-type: none"> • Free to other TransTALK and TransBIZ customers. • All other local calls 14 cents per call. • 24.2 cents for calls to 13XX numbers. • 1900 numbers charged by other carriers at a variable rate.
Data call rates	<ul style="list-style-type: none"> • Local data call rate – 3.5 cents per minute plus 5-cent connection fee. • National data call rate – 15 cents per minute plus 10-cent connection fee.
Calls to mobiles	<ul style="list-style-type: none"> • 27 cents per minute plus 18-cent connection fee.
International call rates	<ul style="list-style-type: none"> • Calls to international destinations
Calls to satellite services	<ul style="list-style-type: none"> • Calls to satellite services
Other phone features	
Allocation of 6162 TransACT phone numbers	<ul style="list-style-type: none"> • Normal/bronze – no charge • Silver – \$75.00 • Gold – \$1,500.00 • Platinum – \$7,500 • Please call 13 30 61 for details.
Call barring	<ul style="list-style-type: none"> • \$3.00/month • Available to TransBIZ customers.
Silent number	<ul style="list-style-type: none"> • \$3.00/month • Available to TransBIZ customers.
Virtual diversion	<ul style="list-style-type: none"> • \$12.00/month plus call charges (if any)
TalkNUMBERS	<ul style="list-style-type: none"> • \$5.50/month per additional numbers (up to three numbers) • Available to TransBIZ 1 customers
FaxNUMBER	<ul style="list-style-type: none"> • \$5.50/month per additional numbers (up to three numbers) • Available to TransBIZ 1 customers
TalkMAIL	<ul style="list-style-type: none"> • \$5.50/month • Available to TransBIZ 1 customers
Line Hunt	<ul style="list-style-type: none"> • \$1.50/month per service • Only available when taken in conjunction with a minimum of two TransBIZ phone services
Reserving an ISDN 100 number range	<ul style="list-style-type: none"> • \$38.50/month
ISDN in-dial number range	<ul style="list-style-type: none"> • \$25.00/month

IINET GROUP CRA – TRANSACT PRICING SCHEDULE FOR CABLE, ADSL, VDSL2 & FTTP SERVICES

3.2 Broadband services

TransWEB BIZ (via cable)	
TransWEB BIZ 10Mbps/500kbps upload monthly line rental	<ul style="list-style-type: none"> • \$15.00/month • Only available when taken in conjunction with a TransBIZ phone service. • Minimum of 12-month contract applies.
TransWEB BIZ 10Mbps download/1Mbps upload monthly line rental	<ul style="list-style-type: none"> • \$25.00/month • Only available when taken in conjunction with a TransBIZ phone service. • Minimum of 12-month contract applies.
TransWEB BIZ (via ADSL2+ on TransACT's network)	
TransWEB BIZ 2Mbps download/256kbps upload monthly line rental	<ul style="list-style-type: none"> • \$15.00/month • Only available when taken in conjunction with a TransBIZ phone service. • Minimum of 12-month contract applies.
TransWEB BIZ up to 20Mbps download/1Mbps upload monthly line rental	<ul style="list-style-type: none"> • \$25.00/month • Only available when taken in conjunction with a TransBIZ phone service. • Minimum of 12-month contract applies.
TransWEB BIZ (via Fibre-to-the-Premises)	
FTTP TransWEB BIZ 10Mbps download/2Mbps upload monthly line rental	<ul style="list-style-type: none"> • \$45.00/month • Only available when taken in conjunction with a TransBIZ phone service. • Only available in areas where FTTP network has been deployed • Minimum of 12-month contract applies.
FTTP TransWEB BIZ 30Mbps download/10Mbps upload monthly line rental	<ul style="list-style-type: none"> • \$90.00/month • Only available when taken in conjunction with a TransBIZ phone service. • Only available in areas where FTTP network has been deployed • Minimum of 12-month contract applies.
FTTP TransWEB BIZ 100Mbps download/20Mbps upload monthly line rental	<ul style="list-style-type: none"> • \$150.00/month • Only available when taken in conjunction with a TransBIZ phone service. • Only available in areas where FTTP network has been deployed • Minimum of 12-month contract applies.

IINET GROUP CRA – TRANSACT PRICING SCHEDULE FOR CABLE, ADSL, VDSL2 & FTTP SERVICES

TransWEB BIZ (via VDSL2)	
VDSL2 TransWEB BIZ 2Mbps download/256kbps upload monthly line rental	<ul style="list-style-type: none"> • \$30.00/month • Only available when taken in conjunction with a TransBIZ phone service. • Only available in areas where VDSL2 network has been deployed • Minimum of 12-month contract applies.
VDSL2 TransWEB BIZ 10Mbps download/2Mbps upload monthly line rental	<ul style="list-style-type: none"> • \$45.00/month • Only available when taken in conjunction with a TransBIZ phone service. • Only available in areas where VDSL2 network has been deployed • Minimum of 12-month contract applies.
VDSL2 TransWEB BIZ 30Mbps download/10Mbps upload monthly line rental	<ul style="list-style-type: none"> • \$90.00/month • Only available when taken in conjunction with a TransBIZ phone service. • Only available in areas where VDSL2 network has been deployed • Minimum of 12-month contract applies.

Commercial National ADSL & Voice services Only available outside TransACT's network footprint	
Plan inclusions	<ul style="list-style-type: none"> • An ADSL2 broadband Plan. • Five email addresses, each with 20MB storage and an anti-spam and anti-virus email filtering service. • Optional usage alert sent to you via SMS when you reach 70% of your monthly download limit. • Free helpdesk support during business hours.
Contract Period and setup cost	<ul style="list-style-type: none"> • 24 Month contract Only • \$40 connection fee
Commercial Phone & Broadband 10GB	<ul style="list-style-type: none"> • \$80.00/month • Price includes standard phone & ADSL2 broadband services • Minimum of 24-month contract applies
Commercial Phone & Broadband 50GB	<ul style="list-style-type: none"> • \$90.00/month • Price includes standard phone & ADSL2 broadband services • Minimum of 24-month contract applies
Commercial Phone & Broadband 100GB	<ul style="list-style-type: none"> • \$100.00/month • Price includes standard phone & ADSL2 broadband services • Minimum of 24-month contract applies
Commercial Phone & Broadband 250GB	<ul style="list-style-type: none"> • \$130.00/month • Price includes standard phone & ADSL2 broadband services • Minimum of 24-month contract applies

IINET GROUP CRA – TRANSACT PRICING SCHEDULE FOR CABLE, ADSL, VDSL2 & FTTP SERVICES

Package includes	Includes Call Forward, Call Waiting, 3 Way Chat and Call Return features. <ul style="list-style-type: none"> • 12 or 24-month contract applies
Local Call Rates	<ul style="list-style-type: none"> • \$0.16 per call. • Free On Net Calls
National Calls	<ul style="list-style-type: none"> • National Calls rate/ minute at \$0.12 per minute with a 10-cent connection fee.
Calls to Mobile	<ul style="list-style-type: none"> • 27 cents per minute • Calls are billed at 1-second increments, 1-second minimum with a 25-cent connection fee.
International Calls	<ul style="list-style-type: none"> • International Call Rates
Calls to Satellite Services	<ul style="list-style-type: none"> • Satellite Services Call Rates
Terms and Conditions	<ul style="list-style-type: none"> • A minimum package of voice and broadband applies. A stand alone broadband service is not available. • No Peak and Off-Peak periods apply. Flat metering applies • ADSL services may not be available in all areas. • Only downloads are counted towards ADSL Usage quotas. • After the download limit is reached, connection speed is slowed to 72Kbps/72Kbps for the remainder of the Download Measurement Period • Unused usage quotas are forfeited and cannot be rolled over into the following period. • If the ADSL product is included in an ActewAGL/TransACT bundle, 24-month Bundle Agreement and early cancellation fees apply. For bundle terms and conditions visit actewagl.com.au

3.3 Television services

Only available in TransACT-cabled and Fibre-to-the-Premises areas	
TransTV Biz	<ul style="list-style-type: none"> • \$54.95/month • Includes: ABC, ABC2, Al Jazeera English, Australian Christian Channel, BBC World, Bloomberg, Cartoon Network, Channel News Asia, Channelvision, CNN, Deutsche Welle TV, EWTN, Fashion TV, House of Representatives, Liaoning TV, Parliamentary Committees, Prime, SBS, SBS World News, Senate, Southern Cross Ten, Turner Classic Movies, TV5 and WIN. • Only available when taken in conjunction with a TransBIZ phone service.

IINET GROUP CRA – TRANSACT PRICING SCHEDULE FOR CABLE, ADSL, VDSL2 & FTTP SERVICES

	<ul style="list-style-type: none"> • Only available in areas where cable for FTTP network has been deployed • Minimum of 24-month contract applies.
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3.4 Connection fees

Phone services	
TransBIZ 1	<ul style="list-style-type: none"> • \$150.00 for one line • \$250.00 for two to four lines • \$75.00 for each additional line connected at the same time up to eight lines • \$50.00 for each additional line connected at the same time up to a maximum of \$750.00 for nine or more lines • \$55.00 per line for institute services. • Minimum of 12-month contract applies. • Connection fee is waived with a 24-month contract (only applicable if two or more commercial services are taken). • A standard connection consists of a lead-in cable to the building’s first point of termination (network boundary). • Services are limited to network availability.
TransBIZ 2	<ul style="list-style-type: none"> • \$250.00 for the first line plus \$150.00 for each additional line connected at the same time • Minimum of 12-month contract applies. • Connection fee is waived with a 24-month contract (only applicable if two or more commercial services are taken). • A standard connection consists of a lead-in cable to the building’s first point of termination (network boundary). • Services are limited to network availability.
TransBIZ 10	<ul style="list-style-type: none"> • \$1,500.00 • Minimum of 12-month contract applies. • Connection fee is waived with a 24-month contract (only applicable if two or more commercial services are taken). • A standard connection consists of a lead-in cable to the building’s first point of termination (network boundary). • Services are limited to network availability.
TransBIZ 20	<ul style="list-style-type: none"> • \$2,000.00 • Minimum of 12-month contract applies. • Connection fee is waived with a 24-month contract (only applicable if two or more commercial services are taken). • A standard connection consists of a lead-in cable to the building’s first point of termination (network boundary). • Services are limited to network availability.

IINET GROUP CRA – TRANSACT PRICING SCHEDULE FOR CABLE, ADSL, VDSL2 & FTTP SERVICES

TransBIZ 30	<ul style="list-style-type: none"> • \$2,250.00 • Minimum of 12-month contract applies. • Connection fee is waived with a 24-month contract (only applicable if two or more commercial services are taken). • A standard connection consists of a lead-in cable to the building’s first point of termination (network boundary). • Services are limited to network availability.
Broadband services	
TransWEB BIZ Cable (VDSL) and ADSL networks	<ul style="list-style-type: none"> • \$200 on a 12-month contract or free on a 24 month contract. • Only available when taken in conjunction with a TransBIZ phone service. • A standard connection consists of a lead-in cable to the building’s first point of termination (network boundary). • Cabling from the buildings main distribution frame to the location of the modem is at the customer’s expense. TransACT will supply a modem as part of the install. • ADSL2+ applications – customer can supply their own modem or purchase from TransACT for \$100.00 • Services are limited to network availability.
TransWEB BIZ VDSL2 and FTTP network	<ul style="list-style-type: none"> • \$450.00 or \$200.00 if the business premise is pre-cabled for TransACT services. Install fee is waived with a 24-month contract • Minimum of 12-month contract applies. • Only available when taken in conjunction with a TransBIZ phone service. • A standard connection consists of a lead-in cable to the building’s first point of termination (network boundary). • Services are limited to network availability.
Connection charges for National ADSL * Voice services	
Standard connection 24-month contract	<ul style="list-style-type: none"> • \$40.00 • The connection charge is included on the first invoice.
Television services (Cable and Fibre-to-the-Premises)	
TransTV Biz	<ul style="list-style-type: none"> • \$249.00 • Connection fee is waived if taken in conjunction with phone services • A standard connection consists of a lead-in cable to the building’s first point of termination (network boundary). • Minimum of 24-month contract applies.

3.5 Changes to services

Includes charges relating to cancellations, upgrades and downgrades of services, relocations, transfers of contract, services on hold and changes to phone numbers after installation.

IINET GROUP CRA – TRANSACT PRICING SCHEDULE FOR CABLE, ADSL, VDSL2 & FTTP SERVICES

Cancellation of TransBIZ phone services within a contract term	
TransBIZ 1	<ul style="list-style-type: none"> • 1 to 4 lines: \$100.00 per line up to a maximum of \$250.00 for 4 lines. • 5 to 8 lines: \$250.00 for 4 lines, \$75.00 for each additional line up to 8. • 9 lines and above: \$550.00 for 8 lines, \$50.00 for each additional line up to \$750.00 • Fee will be payable regardless of whether a connection fee was charged or not. • Customers must provide TransACT one week's notice (5 business days), either via email, fax or mail of your intention to disconnect
TransBIZ 2	<ul style="list-style-type: none"> • \$300.00 plus \$150.00 for each additional service • Fee will be payable regardless of whether a connection fee was charged or not. • Customers must provide TransACT one week's notice (5 business days), either via email, fax or mail of your intention to disconnect
TransBIZ 10	<ul style="list-style-type: none"> • \$1,500.00 • Fee will be payable regardless of whether a connection fee was charged or not. • Customers must provide TransACT one week's notice (5 business days), either via email, fax or mail of your intention to disconnect
TransBIZ 20	<ul style="list-style-type: none"> • \$2,000.00 • Fee will be payable regardless of whether a connection fee was charged or not. • Customers must provide TransACT one week's notice (5 business days), either via email, fax or mail of your intention to disconnect
TransBIZ 30	<ul style="list-style-type: none"> • \$2,250.00 • Fee will be payable regardless of whether a connection fee was charged or not. • Customers must provide TransACT one week's notice (5 business days), either via email, fax or mail of your intention to disconnect
Line Hunt	<ul style="list-style-type: none"> • \$55.00 administration fee • For any charges made to existing Line Hunt services.
Cancellation of TransWEB BIZ broadband services within a contract term	
TransWEB BIZ Cable and ADSL networks	<ul style="list-style-type: none"> • \$200 • Fee will be payable regardless of whether an install fee was charged or not. • Customers must provide TransACT one week's notice (5 business days), either via email, fax or mail of your intention to disconnect

IINET GROUP CRA – TRANSACT PRICING SCHEDULE FOR CABLE, ADSL, VDSL2 & FTTP SERVICES

<p>TransWEB BIZ VDSL2 and FTTP networks</p>	<ul style="list-style-type: none"> • \$450.00 • Fee will be payable regardless of whether an install fee was charged or not. • Customers must provide TransACT one week’s notice (5 business days), either via email, fax or mail of your intention to disconnect
<p>Cancellation of TransTV BIZ services within a contract term (Cable and FTTP Areas)</p>	
<p>TransTV Biz</p>	<ul style="list-style-type: none"> • \$450.00 • Fee will be payable regardless of whether a connection fee was charged or not. • Customers must provide TransACT one week’s notice (5 business days), either via email, fax or mail of your intention to disconnect
<p>Cancellation of National ADSL & Voice Services</p>	
<p>Cancellation of services within contract period (standard installation)</p>	<ul style="list-style-type: none"> • \$200.00 plus remainder of installation fees from instalment plan (if applicable) • For any reason including moving house to a non-cabled area. • Fee will be payable regardless of whether a connection fee was charged or not.
<p>Relocation of services</p>	
<p>Relocation of services off-contract</p>	<ul style="list-style-type: none"> • Full connection fee for the service that is being relocated • Customer must sign a new 12-month contract. • Upgrade or downgrade fees may apply • Standard installation timeframe applies. • 50 per cent of the full connection fee for the service that is being relocated • Customer must sign a new 12-month contract. • Upgrade or downgrade fees may apply • Standard installation timeframe applies.
<p>Relocation of services within a contract period</p>	<ul style="list-style-type: none"> • Full connection fee for the service that is being relocated • Customer must sign a new 12 or 24-month contract. • Standard installation timeframe applies.
<p>Transfer of services or business ownership</p>	
<p>To another business owner at the same premise/install address</p>	<ul style="list-style-type: none"> • \$55.00 administration fee plus outstanding installment fees (if any) • The original account holder will incur this charge. • The new account holder is required to sign a new 12-month contract. • A release notification and signature from the original customer is required.

IINET GROUP CRA – TRANSACT PRICING SCHEDULE FOR CABLE, ADSL, VDSL2 & FTTP SERVICES

Upgrade or downgrade of TransBIZ phone service	
On contract customers upgrading existing TransBIZ phone services within the same premise	<ul style="list-style-type: none"> • \$125.00 for the first line plus \$75.00 for each additional line when upgrading from POTS phone service to a basic rate (ISDN 2) phone service. • Applicable connection fee applies when upgrading from a basic rate phone service to a primary rate phone service. • \$250.00 when upgrading a primary rate phone service i.e from 10 channels to 20 channels.
On contract customers downgrading existing TransBIZ phone services within the same premise	<ul style="list-style-type: none"> • 50 per cent of applicable cancellation fee when cancelling 20-50 per cent of existing TransBIZ services on your account. • Full applicable cancellation fee when cancelling more than 50 per cent of existing TransBIZ services on your account.
Upgrading existing TransBIZ phone services when relocating	<ul style="list-style-type: none"> • Applicable connection fee applies.
On contract customers downgrading existing TransBIZ phone services when relocating	<ul style="list-style-type: none"> • 50 per cent of applicable cancellation fee plus applicable relocation fee when cancelling 20-50 per cent of existing TransBIZ services on your account. • Full applicable cancellation fee plus applicable relocation fee when cancelling more than 50 per cent of existing TransBIZ services on your account.

Upgrade or downgrade of TransWEB BIZ broadband service	
Upgrading existing TransWEB BIZ broadband services within the same premise (Cable and ADSL networks)	<ul style="list-style-type: none"> • Free when recontracting for 12 months or 24 months
Upgrading existing TransWEB BIZ broadband services within the same premise (VDSL2 and FTTP networks)	<ul style="list-style-type: none"> • \$55.00
Downgrading existing TransWEB BIZ broadband services within the same premise	<ul style="list-style-type: none"> • \$55.00 when recontracting for 12 months or 24 months

IINET GROUP CRA – TRANSACT PRICING SCHEDULE FOR CABLE, ADSL, VDSL2 & FTTP SERVICES

Upgrading existing TransWEB BIZ broadband services when relocating	<ul style="list-style-type: none"> • Applicable relocation fee applies
Downgrading existing TransWEB BIZ broadband services when relocating	<ul style="list-style-type: none"> • Applicable relocation fee applies plus \$55.00 downgrade fee.

3.6 Billing-related charges

Reconnection after non-payment of account	<ul style="list-style-type: none"> • \$55.00 administration fee if site visit is not required. • Service call-out fee applies if site visit is required.
Paper bill fee	<ul style="list-style-type: none"> • \$1.49 per bill sent

3.7 Equipment

Includes charges relating to damaged, lost or stolen equipment.	
Modem	<ul style="list-style-type: none"> • \$715.00 if lost or stolen. • Includes cost for a replacement modem and service call-out fee for provisioning the new modem. • \$715.00 if not returned after cancellation of services. • Includes service call-out fee. • Cost for repairing or replacing plus service call-out fee if damaged.
Replacement of internal cables connecting the modem to the wall socket	<ul style="list-style-type: none"> • Service call-out charge applies (see point 7)
Replacement of wall sockets or plugs attached to TransACT internal cabling	<ul style="list-style-type: none"> • Service call-out charge applies (see point 7)

3.8 Other charges

Service call-out	<ul style="list-style-type: none"> • No charge if due to TransACT network or equipment failure. • Minimum \$120.00 call-out fee applies for the first 15 minutes plus \$35.00 per 15 minutes thereafter for non-TransACT faults.
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IINET GROUP CRA – TRANSACT PRICING SCHEDULE FOR CABLE, ADSL, VDSL2 & FTTP SERVICES

Additional installation requirements that involve a site visit by our installation contractor	<ul style="list-style-type: none"> • \$55.00 administration fee per visit • In the event our installation contractor is required to visit your premise after the initial installation.
Recovery of ACT Government Utilities Network Facility Tax	<ul style="list-style-type: none"> • \$8.80 for Small Businesses per month per account • \$16.50 for Medium Businesses per month per account
ISDN Porting Fees	<ul style="list-style-type: none"> • \$840.00 (Up to first 100 numbers) • \$387.00 (each additional 100 numbers or part thereof) • Charged in 100 number blocks if you wish to port your number range to another provider

3.9 Promotional Offers

“Rebate Offer”	<ul style="list-style-type: none"> • For customers offered a one-off promotional rebate at the point of sign-up, the following additional charges will apply: • Early Cancellation Fee – in addition to any other cancellation fees payable under our CRA, you will also be charged a rebate cancellation fee, calculated using the following formula: • Rebate amount \times Number of months remaining in Contract Contact period \times period at the time of cancellation
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3.10 Charges applicable to 1300/1800/13 services

Setup charges	
Service setup charge	<ul style="list-style-type: none"> • 1300 number – \$50 • 1800 number – \$50 • 13 number – \$50
Enhanced routing setup charges (per service)	<ul style="list-style-type: none"> • District routing – \$30 • Standard Zone Unit (SZU) routing – \$30 • Exchange Service Area (ESA) routing – \$30 • Rental postcode routing – \$30
Monthly charges	
Monthly service charge	<ul style="list-style-type: none"> • 1300 number – \$20/month • 1800 number – \$20/month • 13 number – \$1,100/month

IINET GROUP CRA – TRANSACT PRICING SCHEDULE FOR CABLE, ADSL, VDSL2 & FTTP SERVICES

Enhanced routing monthly charges (per service)	<ul style="list-style-type: none"> • District routing – \$10/month • Standard Zone Unit (SZU) routing – \$10/month • Exchange Service Area (ESA) routing – \$10/month • Rental postcode routing – \$350/month 	
Incoming call charges		
Flagfall	<ul style="list-style-type: none"> • Nil 	
Incoming calls from fixed-line to local fixed-line number	<ul style="list-style-type: none"> • 1300 service – \$0 for first 15 minutes, \$0.09/minute thereafter • 1800 number – \$0.09/minute • 13 service – \$0 for first 15 minutes, \$0.09/minute thereafter 	
Other incoming call charges	Australian fixed-line to fixed-line	\$0.11/minute
	Australian mobile to fixed-line	\$0.17/minute
	Australian mobile to Australian mobile	\$0.90/minute
	Australian fixed-line to Australian mobile	\$0.90/minute
	International to Australian fixed-line	\$0.28/minute
	International to Australian mobile	\$1.10/minute

3.11 Legacy Services

TransWEB BIZ (via cable)		
TransWEB BIZ 2Mbps download/256kbps upload monthly line rental Withdrawn from sale on 27 July 2011	<ul style="list-style-type: none"> • \$30.00/month • Only available when taken in conjunction with a TransBIZ phone service. • Minimum of 12-month contract applies. 	
TransWEB BIZ 10Mbps/500kbps upload monthly line rental This pricing applicable to sales before 27 July 2011	<ul style="list-style-type: none"> • \$45.00/month • Only available when taken in conjunction with a TransBIZ phone service. • Minimum of 12-month contract applies. 	
TransWEB BIZ	<ul style="list-style-type: none"> • \$90.00/month 	

IINET GROUP CRA – TRANSACT PRICING SCHEDULE FOR CABLE, ADSL, VDSL2 & FTTP SERVICES

10Mbps download/1Mbps upload monthly line rental This pricing applicable to sales before 27 July 2011	<ul style="list-style-type: none">• Only available when taken in conjunction with a TransBIZ phone service.• Minimum of 12-month contract applies.
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4. BILLING POLICY

TransACT's Billing Policy for the Services is described in clauses 5 to 9 below.

5. BILLING AND PAYMENT

Bills

5.1 We may bill you:

- (a) for any additional charge to install the Service if we need to perform work beyond the usual scope of work required for similar installations;
- (b) for recurring or fixed charges, in advance (for example, line rental charges);
- (c) for variable charges, in arrears (for example, call charges);
- (d) for installation or set-up charges, after installation;
- (e) for any equipment you purchase or Rent from us;
- (f) for any other charges set out in your Application or the Pricing Schedule, in accordance with the Pricing Schedule or the Service Description.
- (g) using another invoice in the same month for billing alignment purposes where applicable; and
- (h) for any amount owing to any iiNet Entity in accordance with clause 5.13.

5.2 All charges applicable to the Services are specified in this Pricing Schedule, or as otherwise notified to you (including as stated in your Application).

5.3 Bills will be calculated by reference to data recorded, logged or received by our Suppliers and us. You acknowledge that in calculating charges we need only look at that data as recorded, logged, or received by our Suppliers or us.

5.4 We try to include all charges relating to a billing period on that bill. Where that does not happen, bills may include charges from previous billing periods. We will not bill for charges older than 160 days from the date the charge was incurred.

5.5 Our records are sufficient evidence of the existence and amount of any charge owed by you to us.

5.6 You must pay the charges in accordance with tax invoices issued by us.

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- 5.7 You are responsible for all charges incurred in the use of the Service, even if someone other than you incurs those charges without your knowledge or consent.
- 5.8 All charges are GST inclusive unless otherwise stated.
- 5.9 TransACT's standard billing method is electronic billing. Bills will be sent to you electronically to the email address set out in your application form or another email address nominated by you. You can also opt to receive your bill by post, sent to an address nominated by you. This incurs a fee of \$1.49 (inc GST per bill sent). TransACT will provide bills without charge to pensioner customers. Electronic bills may be adversely affected by equipment or conditions beyond TransACT's control.
- 5.10 We may change or offer new methods of communicating or delivering your bill to you. If we do so, we will notify you by a bill message and via our Website.

Non payment

- 5.11 If you do not pay the full amount owing by the due date, we may:
- (a) recover debt collection costs and commission; and
 - (b) suspend Network Access and impose a reconnection fee, only after giving you at least 5 business days' notice.

Right of set-off

- 5.12 You must pay the charges in the bill without any set off, counter claim or deduction.
- 5.13 We may set off any amount payable to you against any amount payable by you to us.

Credit card and direct debit payments

- 5.14 If you choose to pay by direct debit or credit card you acknowledge and agree that:
- (a) you must give us at least 14 days prior notice if you no longer wish to pay by direct debit or credit card;
 - (b) you must provide to us current and valid credit card or direct debit details;
 - (c) your credit card or direct debit account will be debited on the due date of a bill unless your payment for that bill is made by other means and is received by us prior to that date; and
 - (d) payment by credit card may attract a credit card processing fee and this fee may differ depending on the type of card you use, as noted on your bill or on our Website from time to time, and

you may be charged additional fees in accordance with clauses 5.11 and 5.15 if your payment is late or dishonoured as a result of you not complying with this clause 5.14.

- 5.15 If you make payment on a bill:
- (a) by direct debit and there are insufficient funds in the account or your account details are not current and valid;

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- (b) by cheque and the cheque is dishonoured; or
 - (c) by credit card and the payment is charged back,
- we reserve the right to pass on to you any decline fee.

6. SECURITY BOND

- 6.1 We may impose a credit limit or require you to provide a security bond in an amount nominated by us.
- 6.2 You authorise us to make deductions from any security bond for any charges that are owing to us.
- 6.3 We agree to refund your security bond in full when we stop providing the Services, except to the extent that we have made deductions for charges that are owing to us by you.

7. BILLING DISPUTES

- 7.1 If you wish to dispute a charge or fee in a bill, you must follow our complaint handling process described on our Website at: <http://www.transact.com.au/en-ACT/support/accounts/complaints>.

8. CONSEQUENCES OF SUSPENSION

- 8.1 If the Service is suspended by reason of any of the circumstances referred to in clause 12.3 of the General Terms, or at your request under clause 12.9 of the General Terms, you must pay a reconnection fee as set out in the Pricing Schedule prior to the expiration of the suspension and recommencement of the Service.

9. CONSEQUENCES OF CANCELLATION

- 9.1 If the Service is cancelled for any reason you still have to pay all charges incurred before cancellation. We will refund any overpayment on your account and any money that you have paid in advance for the cancelled Service on a pro-rata basis to you. However, we can deduct from your refund any amount that you owe to us, such as charges you have incurred before cancellation or any applicable Break Fee.