

Residential One -Time Charges		
What is this?	When or why does it apply	Charges below include GST
Fibre Broadband Service Sign-Up, Activation & Installation charge	For standard installation only, service provisioning & on-site installation visit (business plans only)	N/A
Non Standard installation	Additional work needs to be done for the establishment of a new service which is not covered under the standard installation provided by the Local Fibre Company or the service provider.	As per quote from LFC
Billing Cycle Change	Administrative fee for every requested change in one's billing date.	\$10
Unusable router fee (for loan routers shipped post 20/01/2016)	If a loan router is unreturned, damaged, missing power pack or otherwise unusable	\$199.99
Unreturned cables	If a loan router's ethernet or wan cable is unreturned	Ethernet cable: \$10
Reverse DNS Lookup	Reverse DNS lookup is the determination of a domain name associated with an IP address via querying DNS	\$20

Residential Re-Occurring Charges		
What is this?	When or why does it apply	Charges below include GST
Static IP	Static IP Address available on Gamer, Pure, VDSL and Gigatown services.	\$10

Residential Early Termination Fee		
Contract Term	When or why does it apply	Charges below include GST
6 month contract term	The Early Termination Fee outlined applies when the service(s) are terminated before the end of the minimum contract term (unless the termination occurs during the free trial period). The Early Termination Fee will be pro-rated by the number of months remaining in the minimum contract term period. For example: a customer on a 12 month contract and selects to cancel at month 6, the early termination fee is calculated as \$249 divided by 12 months x 6 months remaining equals \$124.50 Early Termination Fee.	Up to \$199
12 month contract term		Up to \$249
24 month contract term		Up to \$299
24 month contract term with PlayStation Slim		Up to \$499
24 month contract term with PlayStation Pro		Up to \$649