

### Residential One Time Charges

What is this?	When or why does it apply	Charges below include GST
Standard Fibre Broadband Activation & Installation Charge	Standard Installation 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	\$10
Unusable rental router fee	If a rental router is unreturned, damaged, missing power pack or otherwise unusable	\$199.99
Rental Router Unreturned cables	If a loan router's returned with missing cables	\$10
Rental Router diagnosis no fault found	Your faulty router will be tested once returned to us. If we find that the router has been damaged or misused you will be charged this in addition to the retail price of the damaged router	\$49
Rental Router change processing	When you request to change the model of your rented router	\$29
Reverse DNS Lookup	Reverse DNS lookup is the determination of a domain name associated with an IP address via querying DNS	\$20
12 Month Term Residential Early Termination Fee	The Early Termination Fee outlined applies when the service(s) are terminated before the end of the minimum contract term. The Early Termination Fee will be prorated by the number of months remaining in the minimum contract term period.	\$240
Postage and handling fee	If you choose to purchase or rent a router there will be a one off postage and handling fee of \$14.95. This fee will be applied at the point of purchase.	\$14.95

### Residential Re-Occurring Charges

What is this?	When or why does it apply	Charges below include GST
Static IP	Customers who purchase a Static IPv4 Address (residential)	\$8
Gamer	Customers who purchase the Gamer Addon individually	\$10