

Customer Relationship Agreement (CRA)

Pricing Schedule

Version 5.0

Pricing Valid as at 15 May 2020

Date	Published By	Version No.	Comments
27/07/2015	MD	V.01	Document released for review
28/09/2015	SG	V.02	Review complete
28/09/2015	MD	V.1	Final Version released
06/01/2016	MD	V.2	Updated Special Promotions
03/05/2016	MD	V.3	Updated NBN Residential Pricing Plans
01/05/2017	MD	V.4	Removed old NBN plans and replaced with new Plans and updated NBN Resi Voice Plan Pricing
04/05/2020	AM	V.5	Updated all plans & pricing to 2020 offers

TABLE OF CONTENTS

Active Pricing schedule	5
pricing explained.....	5
data only services.....	6
residential.....	6
nbn.....	6
Disconnection/Early Termination Fees:.....	6
private Networks.....	7
Disconnection/Early Termination Fees:.....	7
data only services.....	8
BUSINESS.....	8
nbn.....	8
Disconnection/Early Termination Fees:.....	8
private Networks.....	9
Disconnection/Early Termination Fees:.....	9
voice & data services.....	10
residential.....	10

nbn	10
Disconnection/Early Termination Fees:	10
international talk time	11
private networks	12
Disconnection/Early Termination Fees:	12
international talk time	13
international call sites	14
rates per minute	14
voice & data services	21
BUSINESS	21
nbn	21
Data Connection/Service Change Fees:	21
Plan Fees – Data	21
Disconnection/Early Termination Fees:	21
Plan Fees – Voice	21
User/Platform Licenses	21
Feature Enhancements & Hardware Monthly Charges	22
Once Off Connection & Hardware Costs	22
Call Charges	23
voice & data services	24
BUSINESS	24
PRIVATE NETWORKS	24
Data Connection/Service Change Fees:	24
Plan Fees – Data	24
Disconnection/Early Termination Fees:	24
Plan Fees – Voice	24
User/Platform Licenses	24
Feature Enhancements & Hardware Monthly Charges	25
Once Off Connection & Hardware Costs	25
Call Charges	26
Active Utilities Private Networks	27
ADDITIONAL PLANS	27

GENERAL SERVICES	28
BILLING / PENALTY FEES.....	28
Fee for service charges.....	28
special promotions.....	30

ACTIVE PRICING SCHEDULE

PRICING EXPLAINED

- › All listed pricing in this document are inclusive of GST unless otherwise noted.
- › All listed pricing is in Australian Standard Dollars unless otherwise noted.
- › Any confusion/conflict in pricing this document holds true as the ultimate source of truth for all listed charges.

DATA ONLY SERVICES

RESIDENTIAL

NBN

STANDARD PLAN PRICING

Allowance	Speed Tier	Mth Charge	Min Charge (0 Mth)	Min Charge (12 Mth)	Min Charge (24 Mth)
300GB	25/5	\$49.00	\$194.00	\$678.00	\$1,216.00
Unlimited		\$69.00	\$214.00	\$918.00	\$1,696.00
Unlimited	50/20	\$79.00	\$224.00	\$1,038.00	\$1,936.00
Unlimited	100/40	\$99.00	\$244.00	\$1,278.00	\$2,416.00

CONNECTION FEES

Service	No lock-in contract	12-month contract	24-month contract
NBN Connection (All service types)**	\$145.00	\$90.00	\$40.00
Plan upgrade / Downgrade*	Free	Free	Free
Moving House	\$40.00	\$40.00	\$40.00

*You can change your plan free once every 3 months. Additional changes charged at \$20 per request. **Additional once off \$300 Inc GST New development charge applies if identified by NBN as being within the site boundary of a new development, this is a direct pass through charge from NBN.

CANCELLATION FEES

Disconnection/Early Termination Fees:

Fees	Months				
Term	0 – 6	7 – 10	11 – 16	17 – 20	21 – 24
No Contract	\$80.00				
12 Month	\$240.00	\$90.00			
24 Month	\$471.00	\$320.00	\$160.00	\$90.00	

PRIVATE NETWORKS

STANDARD PLAN PRICING

Allowance	Speed Tier	Mth Charge	Min Charge (0 Mth)	Min Charge (12 Mth)	Min Charge (24 Mth)
300GB	25/5	\$49.00	\$194.00	\$678.00	\$1,216.00
Unlimited		\$69.00	\$214.00	\$918.00	\$1,696.00
Unlimited	50/20	\$79.00	\$224.00	\$1,038.00	\$1,936.00
Unlimited	100/40	\$99.00	\$244.00	\$1,278.00	\$2,416.00
Unlimited	200/100*	\$139.00	\$284.00	\$1,758.00	\$3,376.00

*Available at selected sites only

CONNECTION FEES

Service	No lock-in contract	12-month contract	24-month contract
NBN Connection (All service types)**	\$145.00	\$90.00	\$40.00
Plan upgrade / Downgrade*	Free	Free	Free
Moving House	\$40.00	\$40.00	\$40.00

*You can change your plan free once every 3 months. Additional changes charged at \$20 per request. **Additional once off \$330 Inc GST New development charge applies if identified by OPENetworks as being within the site boundary of a new development, this is a direct pass through charge from OPENetworks.

CANCELLATION FEES

Disconnection/Early Termination Fees:

Fees	Months				
Term	0 – 6	7 – 10	11 – 16	17 – 20	21 – 24
No Contract	\$80.00				
12 Month	\$240.00	\$90.00			
24 Month	\$471.00	\$320.00	\$160.00	\$90.00	

DATA ONLY SERVICES

BUSINESS

NBN

STANDARD PLAN PRICING

Allowance	Speed Tier	Mth Charge	Min Charge (0 Mth)	Min Charge (12 Mth)	Min Charge (24 Mth)
300GB	25/5	\$52.00	\$197.00	\$714.00	\$1,288.00
Unlimited		\$74.00	\$219.00	\$978.00	\$1,816.00
Unlimited	50/20	\$84.00	\$229.00	\$1,098.00	\$2,056.00
Unlimited	100/40	\$105.00	\$250.00	\$1,350.00	\$2,560.00

CONNECTION FEES

Service	No lock-in contract	12-month contract	24-month contract
NBN Connection (All service types)**	\$145.00	\$90.00	\$40.00
Plan upgrade / Downgrade*	Free	Free	Free
Moving House	\$40.00	\$40.00	\$40.00

*You can change your plan free once every 3 months. Additional changes charged at \$20 per request. **Additional once off \$300 Inc GST New development charge applies if identified by NBN as being within the site boundary of a new development, this is a direct pass through charge from NBN.

CANCELLATION FEES

Disconnection/Early Termination Fees:

Fees	Months				
Term	0 – 6	7 – 10	11 – 16	17 – 20	21 – 24
No Contract	\$80.00				
12 Month	\$240.00	\$90.00			
24 Month	\$471.00	\$320.00	\$160.00	\$90.00	

PRIVATE NETWORKS

STANDARD PLAN PRICING

Allowance	Speed Tier	Mth Charge	Min Charge (0 Mth)	Min Charge (12 Mth)	Min Charge (24 Mth)
300GB	25/5	\$52.00	\$197.00	\$714.00	\$1,288.00
Unlimited		\$74.00	\$219.00	\$978.00	\$1,816.00
Unlimited	50/20	\$84.00	\$229.00	\$1,098.00	\$2,056.00
300GB	25/5	\$52.00	\$197.00	\$714.00	\$1,288.00
Unlimited	200/100*	\$148.00	\$293.00	\$1,866.00	\$3,592.00

*Available at selected sites only

CONNECTION FEES

Service	No lock-in contract	12-month contract	24-month contract
NBN Connection (All service types)**	\$145.00	\$90.00	\$40.00
Plan upgrade / Downgrade*	Free	Free	Free
Moving House	\$40.00	\$40.00	\$40.00

*You can change your plan free once every 3 months. Additional changes charged at \$20 per request. **Additional once off \$330 Inc GST New development charge applies if identified by OPENetworks as being within the site boundary of a new development, this is a direct pass through charge from OPENetworks.

CANCELLATION FEES

Disconnection/Early Termination Fees:

Fees	Months				
Term	0 – 6	7 – 10	11 – 16	17 – 20	21 – 24
No Contract	\$80.00				
12 Month	\$240.00	\$90.00			
24 Month	\$471.00	\$320.00	\$160.00	\$90.00	

VOICE & DATA SERVICES

RESIDENTIAL

NBN

DATA & VOICE PLAN PRICING

Allowance	Speed Tier	Mth Charge	Min Charge (24 Mth)
300GB	25/5	\$84.00	\$2,056.00
Unlimited		\$104.00	\$2,536.00
Unlimited	50/20	\$114.00	\$2,776.00
Unlimited	100/40	\$134.00	\$3,256.00

CONNECTION FEES

Service	24-month contract
Data Connection	\$40.00
Voice Connection	\$40.00
Total Connection Fess	\$80.00

Additional once off \$300 Inc GST New development charge applies if identified by NBN as being within the site boundary of a new development, this is a direct pass through charge from NBN.

CANCELLATION FEES

Disconnection/Early Termination Fees:

Fees	Months				
Term	0 – 6	7 – 10	11 – 16	17 – 20	21 – 24
24 Month	\$471.00	\$320.00	\$160.00	\$90.00	

VOICE INCLUSIONS

Voice service is only available on a 24 month plan and comes with free Local, National and Australian Mobile calls. Service is provided with 1 phone number, messagebank services, and an IP Cordless Handset (Yealink W52P). International talk time \$5.00 per month for 120 free minutes per month.

VOICE OPTIONS

Get Mobile – provides you with a mobile App that allows you to take your home phone with you anywhere, available only on 1 mobile device (Requires use of mobile Data)

Monthly Cost: \$8.00

Get an Extra phone line and enjoy the same great call rates as your primary line

Monthly Cost: \$21.00

Additional Cordless IP Handset (24 Mth Hardware contract)

Monthly Cost: \$10.00

Personal Butler – Greet your callers with a message and option menu professionally recorded, great for large households or households who want calls to go to specific people

Monthly Cost: \$6.00

Additional Messagebank – Handy if you have a second line or great with the personal butler for calls you might want to answer at a different time

Monthly Cost: \$3.00

INTERNATIONAL TALK TIME

INCLUDED COUNTRIES

Country	Country Code	Time of Day
UK	44	(0:00 – 23:59)
United States	1	(0:00 – 23:59)
Canada	1	(0:00 – 23:59)
Thailand	66	(0:00 – 23:59)
New Zealand	64	(0:00 – 23:59)
Singapore	65	(0:00 – 23:59)
Germany	49	(0:00 – 23:59)
China	86	(0:00 – 23:59)
Spain	34	(0:00 – 23:59)
Ireland	353	(0:00 – 23:59)
Greece	30	(0:00 – 23:59)
Taiwan	886	(0:00 – 23:59)
Hungary	36	(0:00 – 23:59)
Italy	39	(0:00 – 23:59)
Portugal	351	(0:00 – 23:59)

Switzerland	41	(0:00 – 23:59)
Chile	56	(0:00 – 23:59)
Argentina	54	(0:00 – 23:59)
France	33	(0:00 – 23:59)
Hong Kong	852	(0:00 – 23:59)
Austria	43	(0:00 – 23:59)
Netherlands	31	(0:00 – 23:59)
Malaysia	60	(0:00 – 23:59)
Israel	972	(0:00 – 23:59)
Sweden	46	(0:00 – 23:59)
Poland	48	(0:00 – 23:59)
Croatia	385	(0:00 – 23:59)
Norway	47	(0:00 – 23:59)
Japan	81	(0:00 – 23:59)
India	91	(0:00 – 23:59)

PRIVATE NETWORKS

DATA & VOICE PLAN PRICING

Allowance	Speed Tier	Mth Charge	Min Charge (24 Mth)
300GB	25/5	\$84.00	\$2,056.00
Unlimited		\$104.00	\$2,536.00
Unlimited	50/20	\$114.00	\$2,776.00
Unlimited	100/40	\$134.00	\$3,256.00

CONNECTION FEES

Service	24-month contract
Data Connection	\$40.00
Voice Connection	\$40.00
Total Connection Fess	\$80.00

Additional once off \$300 Inc GST New development charge applies if identified by NBN as being within the site boundary of a new development, this is a direct pass through charge from NBN.

CANCELLATION FEES

Disconnection/Early Termination Fees:

Fees	Months				
Term	0 – 6	7 – 10	11 – 16	17 – 20	21 – 24
24 Month	\$471.00	\$320.00	\$160.00	\$90.00	

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Monthly Cost: \$10.00

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Monthly Cost: \$6.00

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Monthly Cost: \$3.00

INTERNATIONAL TALK TIME

INCLUDED COUNTRIES

Country	Country Code	Time of Day
UK	44	(0:00 - 23:59)
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Thailand	66	(0:00 - 23:59)
New Zealand	64	(0:00 - 23:59)
Singapore	65	(0:00 - 23:59)
Germany	49	(0:00 - 23:59)
China	86	(0:00 - 23:59)
Spain	34	(0:00 - 23:59)
Ireland	353	(0:00 - 23:59)
Greece	30	(0:00 - 23:59)
Taiwan	886	(0:00 - 23:59)
Hungary	36	(0:00 - 23:59)
Italy	39	(0:00 - 23:59)
Portugal	351	(0:00 - 23:59)

Switzerland	41	(0:00 - 23:59)
Chile	56	(0:00 - 23:59)
Argentina	54	(0:00 - 23:59)
France	33	(0:00 - 23:59)
Hong Kong	852	(0:00 - 23:59)
Austria	43	(0:00 - 23:59)
Netherlands	31	(0:00 - 23:59)
Malaysia	60	(0:00 - 23:59)
Israel	972	(0:00 - 23:59)
Sweden	46	(0:00 - 23:59)
Poland	48	(0:00 - 23:59)
Croatia	385	(0:00 - 23:59)
Norway	47	(0:00 - 23:59)
Japan	81	(0:00 - 23:59)
India	91	(0:00 - 23:59)

INTERNATIONAL CALL SITES

RATES PER MINUTE

Destination	Rates Per Min
Aero-Atlantic East	8.6308
Aero-Atlantic West	8.6308
Aero-Indian	8.6308
Aero-Pacific	8.6308
Afghanistan	0.5041
Afghanistan Mobile	0.4993
Albania	0.4113
Albania Mobile	0.7163
Algeria	0.1390
Algeria Mobile	0.8000
American Samoa	0.0785
American Samoa Mobile	0.0785
Andorra	0.3600
Andorra Mobile	0.3600
Angola	0.1511
Angola Mobile	0.1511
Anguilla	0.4110
Anguilla Mobile	0.5381
Antarctica	3.5245
Antarctica Mobile	3.5245
Antigua & Barbuda	0.5461
Antigua & Barbuda Mobile	0.5461
Argentina	0.0290
Argentina Mobile	0.2536
Armenia	0.5239
Armenia Mobile	0.5239
Aruba	0.5285
Aruba Mobile	0.5285
Ascension Island	2.0028
Ascension Island Mobile	2.0028
Austria	0.0211
Austria Mobile	0.0390
Azerbaijan Republic	0.4915
Azerbaijan Republic Mobile	0.7535
Bahamas	0.2790

Destination	Rates Per Min
Bahamas Mobile	0.2790
Bahrain	0.1283
Bahrain Mobile	0.1651
Bangladesh	0.0681
Bangladesh Mobile	0.0681
Barbados	0.7600
Barbados Mobile	0.7600
Belarus	0.8549
Belarus Mobile	0.8549
Belgium	0.0426
Belgium Mobile	0.0529
Belize	0.5370
Belize Mobile	0.5370
Benin	0.5589
Benin Mobile	0.5589
Bermuda	0.0923
Bermuda Mobile	0.0923
Bhutan	0.1833
Bhutan Mobile	0.1823
Bolivia	0.4885
Bolivia Mobile	0.4885
Bosnia & Herzegovina	0.2800
Bosnia & Herzegovina Mobile	0.7891
Botswana	0.1736
Botswana Mobile	0.5624
Brazil	0.0481
Brazil Mobile	0.1335
Brunei	0.0658
Brunei Mobile	0.0651
BT/Geoverse	0.2001
Bulgaria	0.0301
Bulgaria Mobile	0.1869
Burkina Faso	0.7661
Burkina Faso Mobile	0.7661
Burundi	1.1068
Burundi Mobile	1.1068

Destination	Rates Per Min
Cambodia	0.1546
Cambodia Mobile	0.1573
Cameroon	0.4005
Cameroon Mobile	0.8494
Canada	0.0088
Canada Mobile	0.0088
Cape Verde	0.8110
Cape Verde Mobile	0.8110
Cayman Islands	0.4150
Cayman Islands Mobile	0.4150
Central African Republic	1.2824
Central African Republic Mobile	1.2824
Chad	1.3135
Chad Mobile	1.3135
Chile	0.0456
Chile Mobile	0.0868
China	0.0176
China Mobile	0.0176
Colombia	0.0694
Colombia Mobile	0.1201
Comoros Island	0.9395
Comoros Island Mobile	0.9395
Congo	1.0583
Congo Mobile	1.0583
Cook Islands	1.7476
Cook Islands Mobile	1.7476
Costa Rica	0.1776
Costa Rica Mobile	0.1776
Croatia	0.0263
Croatia Mobile	0.2670
Cuba	1.6675
Cuba Mobile	1.6614
Cyprus	0.0231
Cyprus Mobile	0.0734
Czech Republic	0.0516
Czech Republic Mobile	0.1963
Denmark	0.0220
Denmark Mobile	0.0529
Diego Garcia	2.3499
Diego Garcia Mobile	2.3499
Djibouti	0.7791

Destination	Rates Per Min
Djibouti Mobile	0.7791
Dominica Islands	0.5463
Dominica Islands Mobile	0.5463
Dominican Republic	0.1621
Dominican Republic Mobile	0.1621
East Timor	1.1553
East Timor Mobile	1.1665
Ecuador	0.2758
Ecuador Mobile	0.4829
Egypt	0.1271
Egypt Mobile	0.2205
El Salvador	0.4493
El Salvador Mobile	0.4493
Equatorial Guinea	0.7545
Equatorial Guinea Mobile	0.7545
Eritrea	0.5498
Eritrea Mobile	0.5345
Estonia	0.0389
Estonia Mobile	0.8115
Ethiopia	0.5563
Ethiopia Mobile	0.5545
Faeroe Islands	0.4454
Faeroe Islands Mobile	0.4454
Falkland Islands	2.1896
Falkland Islands Mobile	2.1896
Fiji	0.3613
Fiji Mobile	0.3613
Finland	0.1260
Finland Mobile	0.1074
France	0.0196
France Mobile	0.0711
French Polynesia	0.4860
French Polynesia Mobile	0.6288
FYR Macedonia	0.3710
FYR Macedonia Mobile	0.8835
Gabonese Republic	1.0336
Gabonese Republic Mobile	0.9594
Gambia	1.1545
Gambia Mobile	1.1509
Georgia	0.1068
Georgia Mobile	0.2670

Destination	Rates Per Min
Germany	0.0158
Germany Mobile	0.0656
Ghana	0.5665
Ghana Mobile	0.4955
Gibraltar	0.4654
Gibraltar Mobile	0.4654
Greece	0.0193
Greece Mobile	0.0434
Greenland	1.1844
Greenland Mobile	1.1844
Grenada	0.5555
Grenada Mobile	0.5555
Guadeloupe	0.0951
Guadeloupe Mobile	0.0951
Guam	0.0646
Guam Mobile	0.0646
Guantanamo Bay	0.0448
Guantanamo Bay Mobile	0.0448
Guatemala	0.3543
Guatemala Mobile	0.3296
Guiana French	0.2523
Guiana French Mobile	0.2523
Guinea Bissau	1.1035
Guinea Bissau Mobile	1.1035
Guinea Republic	1.0804
Guinea Republic Mobile	1.0509
Guyana	0.5671
Guyana Mobile	0.5671
Haiti	0.8015
Haiti Mobile	0.8015
Honduras	0.3731
Honduras Mobile	0.3731
Hong Kong	0.0363
Hong Kong Mobile	0.0460
Hungary	0.0165
Hungary Mobile	0.0929
Iceland	0.1334
Iceland Mobile	0.1334
India	0.0348
India Mobile	0.0294
Indonesia	0.0668

Destination	Rates Per Min
Indonesia Mobile	0.1173
Inmarsat A Atlantic East	5.1353
Inmarsat A Atlantic West	5.1353
Inmarsat A Indian	5.1353
Inmarsat A Pacific	4.7469
Inmarsat B Atlantic East	1.9851
Inmarsat B Atlantic West	1.9851
Inmarsat B Indian	1.9851
Inmarsat B Pacific	1.9851
Inmarsat M Atlantic East	1.5031
Inmarsat M Atlantic West	1.5031
Inmarsat M Indian	1.5031
Inmarsat M Pacific	1.5031
Inmarsat Mini M - Atlantic East	1.5031
Inmarsat Mini M - Atlantic West	1.5031
Inmarsat Mini M - Indian	1.5031
Inmarsat Mini M - Pacific	1.5031
Iran	0.1205
Iran Mobile	0.1565
Iraq	0.3450
Iraq Mobile	0.4928
Ireland	0.0168
Ireland Mobile	0.1109
Iridium Globalstar	5.5056
Iridium International	5.5056
Iridium National	5.5056
Israel	0.0178
Israel Mobile	0.0503
Italy	0.0178
Italy Mobile	0.0420
Ivory Coast	0.8160
Ivory Coast Mobile	0.8160
Jamaica	0.3813
Jamaica Mobile	0.5439
Japan	0.0461
Japan Mobile	0.1431
Jordan	0.1883
Jordan Mobile	0.2305
Kazakhstan	0.1160
Kazakhstan Mobile	0.4636
Kenya	0.2673

Destination	Rates Per Min
Kenya Mobile	0.2359
Kiribati	2.5266
Kiribati Mobile	2.5266
Korea North	1.4364
Korea North Mobile	1.4364
Korea South	0.0241
Korea South Mobile	0.0390
Kuwait	0.1151
Kuwait Mobile	0.1335
Kyrgyzstan	0.3863
Kyrgyzstan Mobile	0.4546
Laos	0.1933
Laos Mobile	0.1965
Latvia	0.2270
Latvia Mobile	1.2784
Lebanon	0.2056
Lebanon Mobile	0.3931
Lesotho	0.6061
Lesotho Mobile	0.6061
Liberia	1.0813
Liberia Mobile	1.2324
Libya	0.4835
Libya Mobile	0.6936
Liechtenstein	0.6210
Liechtenstein Mobile	0.7209
Lithuania	0.0534
Lithuania Mobile	0.0950
Luxembourg	0.0801
Luxembourg Mobile	0.3019
Macau	0.1276
Macau Mobile	0.1269
Madagascar	2.3451
Madagascar Mobile	2.3451
Malawi	0.8653
Malawi Mobile	0.8653
Malaysia	0.0228
Malaysia Mobile	0.0364
Maldives	1.6565
Maldives Mobile	1.8994
Mali	0.8861
Mali Mobile	0.8861

Destination	Rates Per Min
Malta	0.1049
Malta Mobile	0.1049
Mariana Islands	0.0764
Mariana Islands Mobile	0.0764
Marshall Islands	0.5740
Marshall Islands Mobile	0.5740
Martinique	0.1015
Martinique Mobile	0.1015
Mauritania	1.0019
Mauritania Mobile	1.0019
Mauritius	0.3733
Mauritius Mobile	0.3665
Mayotte Island	0.5663
Mayotte Island Mobile	0.5663
Mexico	0.0110
Mexico Mobile	0.0650
Micronesia	0.4640
Micronesia Mobile	0.4640
Monaco	0.1844
Monaco Mobile	0.9679
Mongolia	0.0591
Mongolia Mobile	0.0593
Montserrat	0.5640
Montserrat Mobile	0.5640
Morocco	0.0415
Morocco Mobile	0.9606
Mozambique	0.2136
Mozambique Mobile	0.5173
Myanmar	0.3636
Myanmar Mobile	0.3885
N/ American Paid 800	0.0321
N/ American Paid 800 Mobile	0.0321
Nakhodka	0.0708
Nakhodka Mobile	0.0874
Namibia	0.2824
Namibia Mobile	0.2824
Nauru	2.1179
Nauru Mobile	2.1179
Nepal	0.2490
Nepal Mobile	0.2574
Netherland Antilles	0.3526

Destination	Rates Per Min
Netherland Antilles Mobile	0.3526
Netherlands	0.0208
Netherlands Mobile	0.0860
New Caledonia	0.3838
New Caledonia Mobile	0.3838
New Zealand	0.0219
New Zealand Mobile	0.0761
Nicaragua	0.5969
Nicaragua Mobile	0.5969
Niger	0.7183
Niger Mobile	0.7269
Nigeria	0.1366
Nigeria Mobile	0.0810
NIS & Baltics	0.5056
NIS & Baltics Mobile	0.5056
Niue Island	1.0579
Niue Island Mobile	1.0579
Norfolk Island	2.9078
Norfolk Island Mobile	2.9078
Norway	0.0334
Norway Mobile	0.0981
Oman	0.2576
Oman Mobile	0.6575
Pakistan	0.2434
Pakistan Mobile	0.2409
Palau	0.7298
Palau Mobile	0.7298
Palestinian Autonomous Areas	0.4158
Palestinian Autonomous Areas Mobile	0.4270
Panama	0.3046
Panama Mobile	0.3046
Papua New Guinea	0.9539
Papua New Guinea Mobile	1.3539
Paraguay	0.0744
Paraguay Mobile	0.2684
Peru	0.0348
Peru Mobile	0.1624
Philippines	0.2448
Philippines Mobile	0.3156
Poland	0.0310

Destination	Rates Per Min
Poland Mobile	0.0801
Portugal	0.0240
Portugal Mobile	0.0516
Puerto Rico	0.0646
Puerto Rico Mobile	0.0646
Qatar	0.3878
Qatar Mobile	0.4178
Republic of Moldova	0.6238
Republic of Moldova Mobile	0.6238
Reunion	0.3971
Reunion Mobile	0.3971
Romania	0.0268
Romania Mobile	0.0935
Russian Federation	0.1081
Russian Federation Mobile	0.2570
Rwanda	0.6788
Rwanda Mobile	0.6788
Sakhalin	0.0708
Sakhalin Mobile	0.0874
San Marino	0.1201
San Marino Mobile	0.1201
Sao Tome & Principe	1.6021
Sao Tome & Principe Mobile	1.6021
Saudi Arabia	0.1985
Saudi Arabia Mobile	0.2844
Senegal	1.0459
Senegal Mobile	0.7273
Serbia	0.3056
Serbia Mobile	0.7744
Seychelles	1.4334
Seychelles Mobile	1.1441
Sierra Leone	1.0701
Sierra Leone Mobile	1.0701
Singapore	0.0454
Singapore Mobile	0.0454
Slovakia	0.0233
Slovakia Mobile	0.2954
Slovenia	0.0534
Slovenia Mobile	0.8728
Solomon Islands	0.8196
Solomon Islands Mobile	1.0928

Destination	Rates Per Min
Somalia	1.1219
Somalia Mobile	1.1219
South Africa	0.0516
South Africa Mobile	0.0896
Spain	0.0204
Spain Mobile	0.0534
Sri Lanka	0.2636
Sri Lanka Mobile	0.2598
St Helena	2.1363
St Helena Mobile	2.1363
St Kitts & Nevis	0.5670
St Kitts & Nevis Mobile	0.5670
St Lucia	0.5704
St Lucia Mobile	0.5704
St Pierre & Miquelon	1.3808
St Pierre & Miquelon Mobile	1.3808
St Vincent & Bequia	0.5613
St Vincent & Bequia Mobile	0.5613
Sudan	0.3821
Sudan Mobile	0.4105
Surinam	0.6815
Surinam Mobile	0.6815
Swaziland	0.3718
Swaziland Mobile	0.3718
Sweden	0.0118
Sweden Mobile	0.0434
Switzerland	0.0344
Switzerland Mobile	0.2703
Syria	0.2240
Syria Mobile	0.3475
Taiwan	0.0321
Taiwan Mobile	0.2011
Tajikistan	0.3729
Tajikistan Mobile	0.3729
Tanzania	0.6969
Tanzania Mobile	0.6824
Thailand	0.0305
Thailand Mobile	0.0305
Thuraya	2.1953
Togolese Republic	0.5495
Togolese Republic Mobile	0.5498

Destination	Rates Per Min
Tokelau	2.8715
Tokelau Mobile	2.8715
Tonga	1.1610
Tonga Mobile	1.1610
Trinidad & Tobago	0.2136
Trinidad & Tobago Mobile	0.4260
Tunisia	1.0161
Tunisia Mobile	1.0283
Turkey	0.0848
Turkey Mobile	0.2938
Turkmenistan	0.2771
Turkmenistan Mobile	0.3714
Turks & Caicos Islands	0.5613
Turks & Caicos Islands Mobile	0.5613
Tuvalu	2.5161
Tuvalu Mobile	2.5161
Uganda	0.7149
Uganda Mobile	0.7198
Ukraine	0.5629
Ukraine Mobile	0.5530
United Arab Emirates	0.3691
United Arab Emirates Mobile	0.3613
United Kingdom	0.0134
United Kingdom Mobile	0.0530
United States of America	0.0118
United States of America Mobile	0.0118
Uruguay	0.1231
Uruguay Mobile	0.4330
Uzbekistan	0.1603
Uzbekistan Mobile	0.1611
Vanuatu	1.4223
Vanuatu Mobile	1.4530
Vatican City	0.0365
Vatican City Mobile	0.2996
Venezuela	0.0268
Venezuela Mobile	0.1603
Vietnam	0.1733
Vietnam Mobile	0.1733
Virgin Islands (British)	0.5634
Virgin Islands (British) Mobile	0.5634
Virgin Islands (United States)	0.0646

Destination	Rates Per Min
Virgin Islands (US) Mobile	0.0646
Wallis & Futuna	1.2381
Wallis & Futuna Mobile	1.2381
Western Samoa	1.3010
Western Samoa Mobile	1.4110
Yemen Arab	0.2925
Yemen Arab Mobile	0.3336
Zaire	0.7001
Zaire Mobile	0.7001
Zambia	0.1699
Zambia Mobile	0.3149
Zimbabwe	0.2110
Zimbabwe Mobile	1.0278

VOICE & DATA SERVICES

BUSINESS

NBN

Data Connection/Service Change Fees:

Service	12-month contract	24-month contract
NBN Connection (All service types)**	\$90.00	\$40.00

Additional once off \$300 Inc GST New development charge applies if identified by NBN as being within the site boundary of a new development, this is a direct pass through charge from NBN.

Plan Fees – Data

Allowance	Speed Tier	Mth Charge	Min Charge (12 Mth)	Min Charge (24 Mth)
300GB	25/5	\$52.00	\$714.00	\$1,288.00
Unlimited		\$74.00	\$978.00	\$1,816.00
Unlimited	50/20	\$84.00	\$1,098.00	\$2,056.00
Unlimited	100/40	\$105.00	\$1,350.00	\$2,560.00

Disconnection/Early Termination Fees:

Fees	Months				
Term	0 – 6	7 – 10	11 – 16	17 – 20	21 – 24
24 Month	\$471.00	\$320.00	\$160.00	\$90.00	

Plan Fees – Voice

Voice service is only available on a 12 month plan or a 24 month plan with handset rental. Cost below are additional to the Data charges above.

User/Platform Licenses

Name	Monthly	Comments
UCX Basic User - No calls	\$11.50	
UCX Basic + VM User	\$16.50	Standard Call Rates included
UCX Standard User	\$24.00	Standard Call Rates included
UCX Premium User	\$26.95	Standard Call Rates included
UCX Platform License	\$9.50	Compulsory for each service
UCX Call Centre Platform	\$51.00	Compulsory if using Call Centre Functions
UCX Call Centre User	\$42.00	
UCX Call Centre Manager	\$50.00	
Custom recording	\$214.50	Cost per professional recording

Feature Enhancements & Hardware Monthly Charges

Feature Enhancement Items		
UCX Auto Attendant	\$16.50	Additional to included attendant
UCX Group Paging	\$3.50	Site level functionality
UCX Hunt Group	\$5.00	Site level functionality
UCX Meet-me Bridge	\$11.00	Site or individual user functionality
UCX Meet-Me Conference	\$11.00	Site or individual user functionality
UCX Receptionist Client	\$22.00	Individually user assignment
UCX Call Queue	\$16.50	Site level functionality
UCX Call Queue Agent	\$2.50	Site level functionality
DID 10	\$4.00	Required for platform activation
DID 20	\$8.00	Required for platform activation
DID 40	\$16.50	Required for platform activation
DID 50	\$21.00	Required for platform activation
DID 100	\$41.50	Required for platform activation
DID 150	\$62.50	Required for platform activation
DID 200	\$83.50	Required for platform activation
Hardware Items		
IP Handset - Yealink T41S	\$16.00	24Mth Rental inc handset replacement if faulty
IP Cordless Handset - Yealink WS52P	\$16.50	24Mth Rental inc handset replacement if faulty
IP Cordless Handset - Yealink WS52H	\$10.50	24Mth Rental inc handset replacement if faulty
IP Handset - Yealink T46S	\$28.00	24Mth Rental inc handset replacement if faulty
IP Handset - Yealink T48S	\$31.00	24Mth Rental inc handset replacement if faulty
IP Handset - Yealink T29G	\$21.00	24Mth Rental inc handset replacement if faulty
IP Handset - Polycom handset + Exp Module (Reception Handset)	\$40.50	24Mth Rental inc handset replacement if faulty
IP Phone Power Pack	\$1.50	24Mth Rental inc handset replacement if faulty
UC Headset - Jabra 65 Evolve	\$18.95	24Mth Rental inc handset replacement if faulty
EWS Headset connector	\$4.50	Required if headsets are to connect to a handset and not PC
CISCO 2 Port ATA	\$6.00	24Mth Rental inc handset replacement if faulty
Polycom IP6000 Conference Phone	\$90.00	24Mth Rental inc handset replacement if faulty
IP6000 mic extensions (X2)	\$37.00	24Mth Rental inc handset replacement if faulty
Other Hardware Available POA		

Once Off Connection & Hardware Costs

Product	Cost	Notes
IP Handset - Yealink T41S	\$239.00	Includes 1 Year Warranty
IP Cordless Handset - Yealink WS52P	\$250.00	1 Base Station + 1 Handset and includes 1 Year Warranty
IP Cordless Handset - Yealink WS52H	\$155.00	Additional Handset (Must have Base Unit to operate (WS52P) and Includes 1 Year Warranty
IP Handset - Yealink T46S	\$420.00	Includes 1 Year Warranty
IP Handset - Yealink T48S	\$465.00	Includes 1 Year Warranty
IP Handset - Yealink T29G	\$315.00	Includes 1 Year Warranty
IP Handset - Polycom handset + Exp Module (Reception Handset)	\$610.00	Includes 1 Year Warranty
IP Phone Power Pack	\$23.00	If customer does not have PoE Switch
UC Headset - Jabra 65 Evolve Mono	\$280.00	Includes base stand for headset and Includes 1 Year Warranty
EHS Headset connector	\$71.00	Includes 1 Year Warranty
CISCO 2 Port ATA	\$93.00	Includes 1 Year Warranty
Polycom IP6000 Conference Phone	\$1,529.00	Includes 1 Year Warranty
IP6000 mic extensions (X2)	\$517.00	Includes 1 Year Warranty

Connection Fees		
Platform Configuration	\$275.00	This covers initial configuration as well as well as full feature set configuration and 1 Custom recording.
Per User Configuration	\$27.50	to be charged per user License assigned

Call Charges

Standard Call Rates	Monthly Fee	Included
	Local - Per call	\$0.09
	National - Per Min	\$0.08
	Australian Mobiles - Per Min	\$0.10
	Operator Assistance	\$0.74
	13/1300	\$0.36
Site Call Pack 1 Available for up to 10 numbers/users	Monthly Fee	\$89.00
	Local - Per call	\$0.00
	National - Per Min	\$0.03
	Australian Mobiles - Per Min	\$0.08
	Operator Assistance	\$0.28
	13/1300	\$0.20
	Per User fee	\$9.50
Site Call Pack 2 Available for up to 10 numbers/users	Monthly Fee	\$159.00
	Local - Per call	\$0.00
	National - Per Min	\$0.00
	Australian Mobiles - Per Min	\$0.06
	Operator Assistance	\$0.28
	13/1300	\$0.20
	Per User fee	\$16.50
Site Call Pack 3 Available for up to 10 numbers/users	Monthly Fee	\$300.00
	Local - Per call	\$0.00
	National - Per Min	\$0.00
	Australian Mobiles - Per Min	\$0.00
	Operator Assistance	\$0.28
	13/1300	\$0.20
	Per User fee	\$32.00

NOTE: *International Calls are as per the standard published AN International Call Rates *Site call Packs apply to a maximum of 10 users only, a site can purchase multiple call packs is of desired *Site Call Packs can be applied at a per user level for sites smaller than 10 for listed per user fee.

VOICE & DATA SERVICES

BUSINESS

PRIVATE NETWORKS

Data Connection/Service Change Fees:

Service	12-month contract	24-month contract
NBN Connection (All service types)**	\$90.00	\$40.00

Additional once off \$330 Inc GST New development charge applies if identified by OPENetworks as being within the site boundary of a new development, this is a direct pass through charge from OPENetworks.

Plan Fees – Data

Allowance	Speed Tier	Mth Charge	Min Charge (12 Mth)	Min Charge (24 Mth)
300GB	25/5	\$52.00	\$714.00	\$1,288.00
Unlimited		\$74.00	\$978.00	\$1,816.00
Unlimited	50/20	\$84.00	\$1,098.00	\$2,056.00
Unlimited	100/40	\$105.00	\$1,350.00	\$2,560.00

Disconnection/Early Termination Fees:

Fees	Months				
Term	0 – 6	7 – 10	11 – 16	17 – 20	21 – 24
24 Month	\$471.00	\$320.00	\$160.00	\$90.00	

Plan Fees – Voice

Voice service is only available on a 12 month plan or a 24 month plan with handset rental. Cost below are additional to the Data charges above.

User/Platform Licenses

Name	Monthly	Comments
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UCX Platform License	\$9.50	Compulsory for each service
UCX Call Centre Platform	\$51.00	Compulsory if using Call Centre Functions
UCX Call Centre User	\$42.00	
UCX Call Centre Manager	\$50.00	
Custom recording	\$214.50	Cost per professional recording

Feature Enhancements & Hardware Monthly Charges

Feature Enhancement Items		
UCX Auto Attendant	\$16.50	Additional to included attendant
UCX Group Paging	\$3.50	Site level functionality
UCX Hunt Group	\$5.00	Site level functionality
UCX Meet-me Bridge	\$11.00	Site or individual user functionality
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UCX Receptionist Client	\$22.00	Individually user assignment
UCX Call Queue	\$16.50	Site level functionality
UCX Call Queue Agent	\$2.50	Site level functionality
DID 10	\$4.00	Required for platform activation
DID 20	\$8.00	Required for platform activation
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IP Cordless Handset - Yealink WS52H	\$10.50	24Mth Rental inc handset replacement if faulty
IP Handset - Yealink T46S	\$28.00	24Mth Rental inc handset replacement if faulty
IP Handset - Yealink T48S	\$31.00	24Mth Rental inc handset replacement if faulty
IP Handset - Yealink T29G	\$21.00	24Mth Rental inc handset replacement if faulty
IP Handset - Polycom handset + Exp Module (Reception Handset)	\$40.50	24Mth Rental inc handset replacement if faulty
IP Phone Power Pack	\$1.50	24Mth Rental inc handset replacement if faulty
UC Headset - Jabra 65 Evolve	\$18.95	24Mth Rental inc handset replacement if faulty
EWS Headset connector	\$4.50	Required if headsets are to connect to a handset and not PC
CISCO 2 Port ATA	\$6.00	24Mth Rental inc handset replacement if faulty
Polycom IP6000 Conference Phone	\$90.00	24Mth Rental inc handset replacement if faulty
IP6000 mic extensions (X2)	\$37.00	24Mth Rental inc handset replacement if faulty
Other Hardware Available POA		

Once Off Connection & Hardware Costs

Product	Cost	Notes
IP Handset - Yealink T41S	\$239.00	Includes 1 Year Warranty
IP Cordless Handset - Yealink WS52P	\$250.00	1 Base Station + 1 Handset and includes 1 Year Warranty
IP Cordless Handset - Yealink WS52H	\$155.00	Additional Handset (Must have Base Unit to operate (WS52P) and Includes 1 Year Warranty
IP Handset - Yealink T46S	\$420.00	Includes 1 Year Warranty
IP Handset - Yealink T48S	\$465.00	Includes 1 Year Warranty
IP Handset - Yealink T29G	\$315.00	Includes 1 Year Warranty
IP Handset - Polycom handset + Exp Module (Reception Handset)	\$610.00	Includes 1 Year Warranty
IP Phone Power Pack	\$23.00	If customer does not have PoE Switch
UC Headset - Jabra 65 Evolve Mono	\$280.00	Includes base stand for headset and Includes 1 Year Warranty
EHS Headset connector	\$71.00	Includes 1 Year Warranty
CISCO 2 Port ATA	\$93.00	Includes 1 Year Warranty
Polycom IP6000 Conference Phone	\$1,529.00	Includes 1 Year Warranty
IP6000 mic extensions (X2)	\$517.00	Includes 1 Year Warranty

Connection Fees		
Platform Configuration	\$275.00	This covers initial configuration as well as well as full feature set configuration and 1 Custom recording.
Per User Configuration	\$27.50	to be charged per user License assigned

Call Charges

Standard Call Rates	Monthly Fee	Included
	Local - Per call	\$0.09
	National - Per Min	\$0.08
	Australian Mobiles - Per Min	\$0.10
	Operator Assistance	\$0.74
	13/1300	\$0.36
Site Call Pack 1 Available for up to 10 numbers/users	Monthly Fee	\$89.00
	Local - Per call	\$0.00
	National - Per Min	\$0.03
	Australian Mobiles - Per Min	\$0.08
	Operator Assistance	\$0.28
	13/1300	\$0.20
	Per User fee	\$9.50
Site Call Pack 2 Available for up to 10 numbers/users	Monthly Fee	\$159.00
	Local - Per call	\$0.00
	National - Per Min	\$0.00
	Australian Mobiles - Per Min	\$0.06
	Operator Assistance	\$0.28
	13/1300	\$0.20
	Per User fee	\$16.50
Site Call Pack 3 Available for up to 10 numbers/users	Monthly Fee	\$300.00
	Local - Per call	\$0.00
	National - Per Min	\$0.00
	Australian Mobiles - Per Min	\$0.00
	Operator Assistance	\$0.28
	13/1300	\$0.20
	Per User fee	\$32.00

NOTE: *International Calls are as per the standard published AN International Call Rates *Site call Packs apply to a maximum of 10 users only, a site can purchase multiple call packs is of desired *Site Call Packs can be applied at a per user level for sites smaller than 10 for listed per user fee.

ACTIVE UTILITIES PRIVATE NETWORKS

ADDITIONAL PLANS

Item	Download – Mbps	Upload – Mbps	Static IP Addresses	Authentication Meth	Connection Fee	Monthly Cost	Plan Change Fee	Contract Term	Usage Allowance
1	12	1	1	PPPoE	109	39	Free	0 Mths	Unlimited
2	25	5	1	PPPoE	109	59	Free	0 Mths	Unlimited
3	50	20	1	PPPoE	109	75	Free	0 Mths	Unlimited
4	100	40	1	PPPoE	109	92	Free	0 Mths	Unlimited
1	12	1	1	PPPoE	69	39	Free	12 Mths	Unlimited
2	25	5	1	PPPoE	69	59	Free	12 Mths	Unlimited
3	50	20	1	PPPoE	69	75	Free	12 Mths	Unlimited
4	100	40	1	PPPoE	69	92	Free	12 Mths	Unlimited
1	12	1	1	PPPoE	49	39	Free	24 Mths	Unlimited
2	25	5	1	PPPoE	49	59	Free	24 Mths	Unlimited
3	50	20	1	PPPoE	49	75	Free	24 Mths	Unlimited
4	100	40	1	PPPoE	49	92	Free	24 Mths	Unlimited
Note:									
1. All services are subject to feasibility review prior to confirmation of service									
2. Free Plan change fee is limited to 1 per quarter. \$44 for each additional change.									
3. Dual Carrier Diverse backup path standard with all services									
4. Service includes a dual band NetComm NF8ACV wireless router									
5. Free WiFi modem provided with each service									

Item	Download – MBPS	Upload – MBPS	Static IP Address	Authentication Method	Connection Fee	Monthly Cost	Contract Term	Usage Allowance
1	20	20	1	PPPoE	250	90	12 Mths	Unlimited
2	50	50	1	PPPoE	250	125	12 Mths	Unlimited
3	100	100	1	PPPoE	250	220	12 Mths	Unlimited
4	150*	150*	1	PPPoE	250	360	12 Mths	Unlimited
1	20	20	1	PPPoE	120	90	24 Mths	Unlimited
2	50	50	1	PPPoE	120	125	24 Mths	Unlimited
3	100	100	1	PPPoE	120	220	24 Mths	Unlimited
4	150*	150*	1	PPPoE	120	360	24 Mths	Unlimited
5	200*	200*	1	PPPoE	120	750	24 Mths	Unlimited
1	20	20	1	PPPoE	60	90	36 Mths	Unlimited
2	50	50	1	PPPoE	60	125	36 Mths	Unlimited
3	100	100	1	PPPoE	60	220	36 Mths	Unlimited
4	150*	150*	1	PPPoE	60	360	36 Mths	Unlimited
5	200*	200*	1	PPPoE	60	750	36 Mths	Unlimited
Note:								
1. All services are subject to feasibility review prior to confirmation of service								
2. Any plan change incurs a \$44.00 charge.								
3. Dual Carrier Diverse backup path standard with all services								
4. Includes 1 Static Public IP Address								
5. Free WiFi modem provided with each service								
6. * Customer must have compatible device with 1Gbps WAN ports, supports PPPoE connection. No modem provided with this service								

GENERAL SERVICES

BILLING / PENALTY FEES

All services are billed one month in advance. There is \$15 late payment fee that will be applied to your account if you do not pay your invoice by the listed due date.

It is free to receive your invoices via e-mail and portal. If paper bill is selected, you will incur a \$3.00 'save the planet' fee for each invoice we issue.

Item	Fee
Late Payment Fee	\$15.00
Paper Invoice Fee – Per Invoice	\$3.00
Direct Debit Admin Saver credit – Per Month	\$3.33

FEE FOR SERVICE CHARGES

Fee for service charges apply for additional works not covered as part of your standard installation. All fee for service work is communicated prior to commencement of any work.

INSTALLATION

Item	Fee
Call Out Fee Business Hours (BH)	\$0
Call Out Fee After Hours (AH)	\$150.00
BH/AH First Half Hour (Per Person)	\$275.00
BH Cost per half hour after first half hour (Per Person)	\$66.00
AH Cost per half hour after first half hour (Per Person)	\$85.00

FAULT

Item	Fee
Call Out Fee Business Hours (BH)	\$0
Call Out Fee After Hours (AH)	\$120.00
BH/AH First Half Hour (Per Person)	\$132.00
BH Cost per half hour after first half hour (Per Person)	\$66.00
AH Cost per half hour after first half hour (Per Person)	\$85.00

TECHNICAL SUPPORT / PROFESSIONAL SERVICES

Item	Fee
Call Out Fee Business Hours (BH)	\$0
Call Out Fee After Hours (AH)	\$180.00
BH/AH First Half Hour (Per Person)	\$275.00

BH Cost per half hour after first half hour (Per Person)	\$75.00
AH Cost per half hour after first half hour (Per Person)	\$105.00

Materials are additional to all above costs

SPECIAL PROMOTIONS

From time to time special promotions are made available to new and existing customers. The promotion start and end dates are added to the chart below as and when they are developed.

Name	Start Date	End Date	Promotion
West Side Place Welcome	07/05/2020	30/09/2020	14 Day Free trial followed by 1 month free when you take out an Active Data only service.