

Comstech Systems Schedule of Fees and Charges

The following fees and charges are defined in the Standard Form of Agreement and related documents available

Account Payment Fees and Charges		
Auto Debit Setup Fee		\$2.52
Auto Debit Missed Payment Fee		\$12.61
Letters sent – re credit card expiry date etc		\$1.81
Late Payment Fee		\$15
Dishonoured Cheque Fee		\$24
Direct Debit Dishonour Fee		\$24
Refund Administration Fee		\$25
Debt Recovery Fee		\$225
Credit Card & Direct Debit Surcharge	Visa / MasterCard	2.780%
	Direct Debit Fee	1.02c

Miscellaneous Fees and Charges	
Change of Account Holder Fee	\$22
Preparation Cost	\$25
Interest Rate	RBA Policy Interest Rate. Avail [HERE]
Additional Support Hours charged per ½ hr	\$75 per hour
Additional Email Address	\$22
Spam/Unsolicited Email Fee	\$5 Per email
Telstra Service Call Penalty Fee	\$125
Aggre / Redist / Multi-linking Data Charge	10c per MB
Fault Lodgement Fee	\$15

Monthly Dial Fees and Charges	
Monthly Charge	\$25.75
Seniors Monthly Charge	\$15.50
Setup Fee	\$35

Dial Block Hour Fees and Charges	
20 Block Hours	\$33.99
50 Block Hours	\$56.65
100 Block Hours	\$92.70

Comstech Systems Schedule of Fees and Charges: DSL

Residential DSL Plan Pricing

Current pricing for all our DSL plans are available from our DSL service page on our home page www.comstech.com.au, These plans often change so please check back regularly to make sure you are on the best plan that suites you

Early Termination Fees:

- Cancelation Fees: In the first 6 months** - If you cancel your service within the first 6 months - the remaining months of the first 6 months will be paid in full 100% or \$66 whichever is the greater, and then the remaining months on your contract will be paid at a rate of 30% of your normal rate. Any equipment or activation fees which may have been supplied at a discounted rate will need to be paid in full
- Cancelation Fees: After the first 6 months** - If you cancel your service after 6 months but before the end of your contract - the remaining months of your contract will be paid at a rate of 30% of your normal monthly rate. Any equipment or activations fees which may have been supplied at a discounted rate will need to be paid in full

Other DSL Related Charges

DSL Possible Fees and Charges		
ADSL Reactivation / Reconnection	If connected for longer than 6 months	\$99
ADSL Reactivation / Reconnection	If connected for less than 6 months	\$164
Naked DSL Reactivation/ Reconnection	If connected for longer than 6 months	\$150
	If connected for less than 6 months	\$215
DSL Disconnection fee	If disconnected in the first 6 months	\$66
Plan Change Fee	If you are still in contract	\$40
	If you are out of contract	\$30
	If you choose to renew your contract	\$0
Speed Change Fee	If you are still in contract	\$55
	If you are out of contract	\$45
	If you choose to renew your contract	\$25
Combine Plan & Speed Change Fee	If you are still in contract	\$75
	If you are out of contract	\$60
	If you choose to renew your contract	\$35
Change of address/ relocation	Requires contract renewal	\$99
Change of address/ relocation	If connected less than 6 months	\$164
Change of install / onsite appointment		\$110