

# Pricing Schedule

Rules of interpretation and capitalised terms used in this Pricing Schedule are defined in the General Terms of our SFOA.

## 1. About the Accord Pricing Schedule

### 1.1 Our Standard Form of Agreement (SFOA)

- This is the Pricing Schedule that applies to the Services provided by Accord as part of our SFOA.
- The General Terms of our SFOA, and the other documents listed in clause 1.2 of the General Terms, also apply to Services.
- All prices are GST inclusive unless otherwise noted.

## 2. Voice Services

### 2.1 Accord Voice Service

Accord Voice Services can only be acquired in conjunction with an Accord nbn™ plan.

Plan name	Voice Super Saver	Voice Mobile Saver	Voice Extreme Saver
Minimum monthly charge	\$10.00	\$20.00	\$30.00
Call rates – local <sup>1</sup>	Included in Voice plan	Included in Voice plan	Included in Voice plan
Call rates – national <sup>2</sup>	Included in Voice plan	Included in Voice plan	Included in Voice plan
Call rates – international	Refer to our <a href="#">International call rates</a>	Refer to our <a href="#">International call rates</a>	Refer to our <a href="#">International call rates</a>
Call rates – national mobile	19c per minute	400 minutes included; 19c per minute thereafter	Included in Voice plan
Call rates – 13 / 1300	37c per minute	37c per minute	37c per minute
Call rates – 1800	Included in Voice plan	Included in Voice plan	Included in Voice plan
Call rates – 1900	Restricted	Restricted	Restricted

Calls to mobile phones from Accord Voice and fixed line phone products are charged in 60 second blocks.

Accord Voice optional Services	Fee for Services	Additional charges
Call Forwarding Always	N/A	Call Charges Apply
Call Forwarding Busy	N/A	Call Charges Apply
Call Forwarding No Answer	N/A	Call Charges Apply
Call Forwarding Selective	N/A	Call Charges Apply
Call Waiting	N/A	N/A
Voice Mail	N/A	N/A
Caller Line ID Delivery Blocking	N/A	N/A
Call rates - 1900	Restricted	Restricted

Other	Voice Super Saver	Voice Mobile Saver	Voice Extreme Saver
Contract Term (months)	12 months	12 months	12 months
Minimum Cost over 12 months	\$120.00	\$240.00	\$360.00
Setup/Installation Fee	Free	Free	Free

<sup>1</sup> The Acceptable Use Policy applies to "Included local calls".

<sup>2</sup> The Acceptable Use Policy applies to "Included national calls". National calls are defined as Australian geographic numbers as set out in the Telecommunications Numbering Plan 2015 (those prefixed with an area code) and would not include Premium services such as 13xx, 19xx, 18xx.

## 2.2 Exclusions

Accord Voice plans do not support 19/1900 numbers calls, fax, dial up modem or other analogue data calls e.g. EFTPOS, back to base alarms and other monitoring systems using phone lines, and similar features. Accord Voice plans are not available for telemarketing, call centre function and similar uses.

## 2.3 Contract offer

If you end your Accord nbn™ and Voice contract early, you will be required to pay the applicable Early Termination Fee described in 6. Contract Break Fees.

## 3. NBN Services

### 3.1 NBN FTTP, FTTN, HFC Service residential plans

Active as of June 20, 2019:

Plan name <sup>3</sup>	Monthly cost (including GST)	Minimum total cost for 12 Months (including GST)	Data allowance
Accord Standard nbn™	\$55.00	\$660.00	Unlimited
Accord Fast nbn™	\$65.00	\$780.00	Unlimited
Accord Ultra Fast nbn™	\$85.00	\$1020.00	Unlimited

Archived:

Plan name	Monthly cost (including GST)	Minimum total cost for 12 Months (including GST)	Data allowance
Accord Standard nbn™	\$69.00	\$828.00	Unlimited
Accord Fast nbn™	\$79.00	\$948.00	Unlimited
Accord Ultra Fast nbn™	\$89.00	\$1068.00	Unlimited

### 3.2 NBN FTTP, FTTN, HFC Service business plans

Active as of June 20, 2019:

Plan name <sup>4</sup>	Monthly cost (including GST)	Minimum total cost for 12 Months (including GST)	Data allowance
Accord Business Ready Standard nbn™	\$75.00	\$900.00	Unlimited
Accord Business Ready Fast nbn™	\$85.00	\$1020.00	Unlimited
Accord Business Ready Ultra Fast nbn™	\$105.00	\$1260.00	Unlimited

Archived:

Plan name	Monthly cost (including GST)	Minimum total cost for 12 Months (including GST)	Data allowance
Accord Business Ready Standard nbn™	\$89.00	\$1068.00	Unlimited
Accord Business Ready Fast nbn™	\$99.00	\$1188.00	Unlimited
Accord Business Ready Ultra Fast nbn™	\$109.00	\$1308.00	Unlimited

<sup>3</sup> Regardless of the nbn™ technology type connected at your address, the actual speed of your service will often be slower than the maximum line speed. During peak evening periods of 7pm-10pm you can expect to have typical download speeds of 20.9 Mbps on the Standard service; 43.6 Mbps on the Fast service and 80 Mbps on the Ultra Fast service. Service speeds will vary due to a range of factors including congestion on the nbn™ network, especially during busy periods, type of modem, number of devices connected to the network, source of data, the technology connection to your home and your location.

<sup>4</sup> Regardless of the nbn™ technology type connected at your address, the actual speed of your service will often be slower than the maximum line speed. During peak evening periods of 7pm-10pm you can expect to have typical download speeds of 20.9 Mbps on the Standard service; 43.6 Mbps on the Fast service and 80 Mbps on the Ultra Fast service. Service speeds will vary due to a range of factors including congestion on the nbn™ network, especially during busy periods, type of modem, number of devices connected to the network, source of data, the technology connection to your home and your location.

### 3.3 Other fees

Under the terms of our wholesale agreement, we may be charged for the below activities. Where we incur these charges, we may bill these charges to you. However, we will notify you of these charges before doing the work or when you make your appointment. We will only proceed with the activity if you agree to pay these charges.

- a. non-standard installations;
- b. subsequent installations;
- c. additional installations;
- d. changes to installations, including late cancellation charges and missed appointment fees;
- e. repair, modification or removal of equipment;
- f. invalid faults (where you report a fault with your Service, and the issue is not with nbn™ Equipment);
- g. central splitter installations (where requested by you or required to resolve performance issues with your Service);
- h. restored orders (where you ask for an order that has been put on hold to be reinstated); and
- i. changes to your plan speed during the Contract Term (where you ask to reduce your plan speed for a reason other than your Service not being able to achieve the typical evening download speeds of your selected plan)

## 4. Accord Mobile

The Mobile service includes the following monthly Included Value for use within Australia:

### 4.1 No Contract plans

Plan name	Small	Medium	Large
Monthly charge	\$15	\$25	\$45
Standard Voice Calls (local, national and mobile)	Unlimited	Unlimited	Unlimited
Flagfall - connection cost of national calls made from your mobile	Included	Included	Included
Calls to 13/18/1300/1800 numbers	Included	Included	Included
Voicemail retrieval	Included	Included	Included
Standard text (SMS)	Unlimited	Unlimited	Unlimited
International calls credit	\$0	\$45	\$450
Included data	3GB	10GB	30GB
Cost of sending a national MMS	Included	Included	Included
Calls to international numbers	Refer to our <a href="#">International call rates</a>	Refer to our <a href="#">International call rates</a>	Refer to our <a href="#">International call rates</a>
Directory Assistance calls (1223)	\$0.48 per call	\$0.48 per call	\$0.48 per Call
International SMS	Included	Included	Included
MMS within Australia	Included	Included	Included
International MMS	Included	Included	Included
Excess data - downloads and uploads above your monthly inclusion	\$10 per GB	\$10 per GB	\$10 per GB
Call diversion	Included	Included	Included

Plan name	Small	Medium	Large
International roaming (Incoming and outgoing calls)	Charged per 30 seconds and set by third party. (Minimum charge 60 seconds)	Charged per 30 seconds and set by third party. (Minimum charge 60 seconds)	Charged per 30 seconds and set by third party. (Minimum charge 60 seconds)
3rd party premium services	Variable – Set by third party	Variable – Set by third party	Variable – Set by third party
National video call	Included	Included	Included
International video call	\$0.72 per 30 seconds and \$0.33 flag fall	\$0.72 per 30 seconds and \$0.33 flag fall	\$0.72 per 30 seconds and \$0.33 flag fall
Billing increment	60 seconds	60 seconds	60 seconds
124 YES	\$1.68 Per call, extra \$0.25 if search result is sent as a text message to your mobile phone	\$1.68 Per call, extra \$0.25 if search result is sent as a text message to your mobile phone	\$1.68 Per call, extra \$0.25 if search result is sent as a text message to your mobile phone

## 5. Accord Mobile Wireless Broadband

The Mobile wireless broadband service includes the following monthly Included Value for use within Australia:

### 5.1 No Contract Plans

Plan name	Small	Medium	Large
Monthly charge	\$20	\$55	\$75
Included data	7GB	50GB	100GB
Excess data - downloads and uploads above your monthly inclusion	\$10 per GB	\$10 per GB	\$10 per GB

## 6. Miscellaneous fees

### 6.1 New Development Fee

A \$300 fee applies for connection of the nbn™ at new developments. A 'new development' includes (but is not limited to) the following situations:

- a new estate is established with no pre-existing telecommunications infrastructure;
- a single dwelling is demolished and redeveloped into multiple single dwellings or a multi-dwelling unit; or
- a building is demolished and rebuilt.

### 6.2 Late cancellation or missed appointment fee

If you cancel an appointment with insufficient notice or you are not in attendance at the Premises at the agreed appointment time, we may charge you a fee of \$220.00.

### 6.3 Incorrect call-out fee

If we attend your premises to repair a Fault reported by you, but we determine that there is no Fault or the Fault is caused by Your Equipment, unless otherwise specified in the Pricing Schedule, we may charge you a fee of \$220.00 for attendance.

### 6.4 Decline fee

We do not currently charge customers a fee if a credit card or Officeworks 30 Day Business Account payment is declined. However, in future we reserve the right to pass on any such charges imposed by our bank. If we do introduce a Decline Fee, we will update our Pricing Schedule with the amount of the charge. Please refer to the most recent version of this Pricing Schedule, available on our website.

## 6.5 Restocking fee

If you purchase the wrong equipment and we agree to exchange it for you, we may charge you a \$15.30 fee to cover our delivery costs (in addition to any difference in cost between the equipment being exchanged).

## 7. Equipment

### 7.1 Hardware

Hardware	Cost
Netcomm NF18ACV	\$139.00
TP-Link VR1600V	\$119.00
NetComm NF10 WV	\$79.00
SIM card	\$0
Delivery fees	\$0

The cost of Hardware purchased during the application process is deducted from the credit card or Officeworks 30 Day Business Account supplied in the application on the date the cooling off period expires.

## 8. Contract break fees

### 8.1 Accord nbn™

Product	Type	Early termination fee
All Accord nbn™ Plans	NBN	\$110.00

### 8.2 Accord Mobile plans

Contract term	Contract type	Small	Medium	Large
0 month	0-5 month	\$0	\$0	\$0
0 month	6-11 month	\$0	\$0	\$0

### 8.3 Accord Mobile Wireless Broadband plans

Contract term	Contract type	Small	Medium	Large
0 month	0-5 month	\$0	\$0	\$0
0 month	6-11 month	\$0	\$0	\$0

## 9. Accord billing policy

### 9.1 We may bill you:

- for recurring or fixed charges, in advance (for example, line rental charges);
- for variable charges, in arrears (for example, call charges);
- for installation or set-up charges, before installation;
- for any equipment you purchase or rent from us;
- for any other charges set out in your Application or the Pricing Schedule, in accordance with the Pricing Schedule or the Service Description; and
- using another invoice in the same month for billing alignment purposes where applicable;

We will bill you in accordance with the billing period described in the Service Description or Pricing Schedule.

We can also issue an interim bill in the following circumstances:

- a. you change your existing plan;
- b. you request a new service to be connected;
- c. you relocate an existing service; or
- d. you request to be invoiced for any 'unbilled' charges.

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

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.

We may reissue any bill if any error is subsequently discovered. If you have overpaid as a result of a billing error, your account will be credited with the overpayment or, if you have stopped acquiring the Service from us, we will refund the overpayment promptly after your request and after deduction of any other amounts due by you to Accord.

Subject to clause 7.5 (Billing Disputes), you must pay each amount billed by the due date specified in the bill and in the manner specified in the Service Description or the Pricing Schedule.

## **9.2 Credit card and Officeworks 30 Day Business Account payments**

If you choose to pay by credit card or Officeworks 30 Day Business Account you acknowledge and agree that:

- a. you must give us at least 14 days' prior notice if you no longer wish to pay by credit card or Officeworks 30 Day Business Account;
- b. you must provide to us current and valid credit card or Officeworks 30 Day Business Account details;
- c. your credit card or Officeworks 30 Day Business 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;
- d. you may be charged additional fees in accordance with clause 7.3 if your payment is late or dishonoured as a result of you not complying with this clause 7.2.

## **9.3 Late or dishonoured payments**

If you do not pay a bill by its due date, then:

- a. you must pay our reasonable expenses and costs in recovering payment from you such as the costs of engaging a mercantile agent to collect the overdue amounts; and
- b. we can suspend or cancel the Service in accordance with clause 11.3(c) of the General Terms.
- c. If you pay a bill by direct debit and there are insufficient funds in the account or your account details are not current and valid, we reserve the right to pass on any decline fee.

## **9.4 Right of set-off**

You must pay the charges in the bill without any set-off, counter claim or deduction.

### 9.5 Billing disputes

If you wish to dispute a charge or fee in a bill, you must follow our complaint handling process described on our Website at: [www.accordconnect.com.au](http://www.accordconnect.com.au).

If you raise what we reasonably consider to be a genuine billing complaint before the due date on the bill:

- a. your obligation to pay the disputed charge or fee may be suspended pending our investigation and resolution of the dispute; and
- b. you must pay all non-disputed amounts in the bill in accordance with this clause 8.5.

### 9.6 Consequences of suspension

If the Service is suspended in accordance with our SFOA, then you will not have to pay any charges for the Service while it is suspended. However, if the Service is suspended by reason of any of the circumstances referred to in clause 11.3 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.

### 9.7 Consequences of cancellation

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, subject to clause 7.5 (Billing Disputes), we can deduct from your refund any amount that you owe to us, such as charges you have incurred before cancellation or any applicable Early Termination Fee.

## 10. Legacy services and plans

We may retire services and plans from time to time. On the day a service or plan is retired (Retirement Date), it becomes a Legacy Service and is no longer offered to new customers. Legacy Services are only available to existing customers who continue to acquire it after the Retirement Date. If the Legacy Service offered any bundling discounts and/or benefits, all such offers end on Retirement Date. We may continue to apply such discount or benefit to the plans or services that were

1. eligible for the discount or benefit before Retirement Date, and
  2. continue to be acquired by an existing customer of the relevant Legacy Service after the Retirement Date.
- In this section you will find pricing terms that apply to Legacy Services.