

**CURRENT OPERATING CHARGES – 15 January 2010**
**(Gazetted 15 January 2010)**

<b>NORFOLK TELECOM FEES AND CHARGES</b>			<b>CHARGES INCLUSIVE OF GST</b>
<b>1.0</b>	<b>LINE CHARGES</b>		
1.1	Business		\$32.00 per month
1.2	Private		\$20.00 per month
1.3	Pensioner		\$0.00 per month
1.4	Toll Free 1800		\$50.00 per month
1.6	Silent (CLI Restricted)		\$10.00 per month
1.7	Number on Hold (inactive service)		\$5.00 per month
1.8	Parallel Service		\$10.00 per month
1.9	Leased Circuit - Point to Point single pair – 24 HR Support		\$20.00 per month
1.10	Leased Circuit Bundled - Point-to-Point single pair. Bundled with a Norfolk Telecom ADSL Service		\$10.00 per month
1.11	Leased Circuit Emergency/Essential - Point-to-Point single pair. Connects to emergency /essential services facilities - 24 HR Support		\$10.00 per month
<b>2.0</b>	<b>TELEPHONE LANDLINE CHARGES</b>		
2.1	IDD to Australian Landline	Peak	\$0.20 per minute
2.2	IDD to Australian Landline	Promotion	\$0.10 per minute
2.3	IDD to Australian Mobile	Peak	\$0.40 per minute
2.4	IDD to Australian Mobile	Promotion	\$0.20 per minute
2.5	IDD to New Zealand Landline	Peak	\$0.20 per minute
2.6	IDD to New Zealand Landline	Promotion	\$0.10 per minute
2.7	IDD to New Zealand Mobile	Peak	\$0.50 per minute
2.8	IDD to New Zealand Mobile	Promotion	\$0.25 per minute
2.9	IDD to Rest of World Landline and Mobile	Peak	\$0.50 per minute
2.10	IDD to Rest of World Landline and Mobile	Promotion	\$0.25 per minute
2.11	Local call Landline to Landline		\$0.20 per call
2.12	Local Landline to Local Mobile (Peak)		\$0.40 per minute
2.13	Local Landline to Local Mobile (Off Peak)		\$0.20 per minute
2.14	Directory Assistance Call		\$0.50 per call from landline
<b>3.0</b>	<b>VOLUME BASED DISCOUNTS - OUTWARD IDD TRAFFIC</b>		
	<b>MINUTES PER MONTH</b>	<b>DISCOUNT</b>	
3.1	0 - 2,499	None	\$ 0.20 per minute
3.2	2,500 – 4,999	20%	\$ 0.16 per minute
3.3	5,000 – 9,999	30%	\$ 0.14 per minute
3.4	10,000 – 19,999	55%	\$ 0.09 per minute
3.5	20,000 – 49,999	65%	\$ 0.07 per minute
3.6	Over 50,000	75%	\$ 0.05 per minute
<b>4.0</b>	<b>OPTION EXTRAS</b>		
4.1	Extra Handset		\$2.00 per month
4.2	Additional Socket		\$1.00 per month
4.3	Local Calls Itemised on Invoice		\$5.00 per month
4.4	CLI Receive enable		\$5.00 per month
4.5	Subscriber facilities		\$1.35 per month
4.6	External alarm		\$5.00 per month
4.7	240 Volt large alarm		\$6.00 per month
<b>5.0</b>	<b>CONNECTION FEES FOR NEW SERVICE</b>		
5.1	♦ Non-Intact (minimum)		\$110.00
5.2	♦ Intact		\$50.00
<b>6.0</b>	<b>RELOCATION FEE</b>		
6.1	Non-Intact (minimum)		\$90.00
6.2	Intact		\$50.00
6.3	Reconnection fee		\$15.00

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<b>7.0</b>	<b>MISCELLANEOUS</b>	
7.1	Public Phone installed in Commercial Premises (Vendor to retain monies collected)	\$50.00 per month
7.2	Provision of Interim IDD Printout	\$5.00 per statement
7.3	Under road Borer	\$400.00
7.4	Trencher	\$95.00 per hour
7.5	Crane Truck	\$72.00 per hour
7.6	Telecom Labour Rate	\$35.00 per hour
<b>NORFOLK TELECOM ISP: BASIC CHARGES</b>		<b>CHARGES INCLUSIVE OF GST</b>
<b>8.0</b>	<b>INTERNET - ADSL SERVICE</b> <sup>23.1</sup>	
8.1	Establishment Fee	
8.2	♦ Existing ISP Customer	\$0
8.3	♦ New ISP Customer	\$40 (Includes E-mail)
8.4	Installation Fees	Per Hr Labour plus equipment (minimum fee applies)
8.5	Minimum Install Fee	\$50
8.6	Minimum Contract Term	1 month
8.7	<b>Free Services</b> <sup>23.2</sup>	Mail, Local Web, DNS, NTP. see note: 23.2
<b>9.0</b>	<b>INTERNET – ADSL PLAN</b>	<b>ADSL 30</b>
9.1	Data Rate	1024 Kbps Download / 512 Kbps Upload
9.2	Service Fee	\$30 per month
9.3	Data Allowance <sup>23.3</sup>	500 Megabytes per month
9.4	Additional Usage (after allowance) <sup>23.3</sup>	\$0.12 per Megabyte
9.5	Free Data Period <sup>23.4</sup>	00:00am to 05:00am
<b>10.0</b>	<b>INTERNET – ADSL PLAN</b>	<b>ADSL 50</b>
10.1	Data Rate	1024 Kbps Download / 512 Kbps Upload
10.2	Service Fee	\$50 per month
10.3	Data Allowance <sup>23.3</sup>	1250 Megabytes per month
10.4	Additional Usage (after allowance) <sup>23.3</sup>	\$0.08 per Megabyte
10.5	Free Data Period <sup>23.4</sup>	00:00am to 05:00am
<b>11.0</b>	<b>INTERNET – ADSL PLAN</b>	<b>ADSL 90</b>
11.1	Data Rate	1536 Kbps Download / 768 Kbps Upload
11.2	Service Fee	\$90 per month
11.3	Data Allowance <sup>23.3</sup>	3000 Megabytes per month
11.4	Additional Usage (after allowance) <sup>23.3</sup>	\$0.06 per Megabyte
11.5	Free Data Period <sup>23.4</sup>	00:00am to 05:00am
<b>12.0</b>	<b>INTERNET – ADSL PLAN</b>	<b>ADSL 150</b>
12.1	Data Rate	1536 Kbps Download / 768 Kbps Upload
12.2	Service Fee	\$150 per month
12.3	Data Allowance <sup>23.3</sup>	6000 Megabytes per month
12.4	Additional Usage (after allowance) <sup>23.3</sup>	\$0.05 per Megabyte
12.5	Free Data Period <sup>23.4</sup>	00:00am to 05:00am
<b>13.0</b>	<b>INTERNET – ADSL PLAN</b>	<b>ADSL D128 (Data)</b> <sup>23.5</sup>
13.1	Data Rate	128 Kbps Download / 128 Kbps Upload
13.2	Service Fee	\$400 per month
13.3	Data Allowance <sup>23.3</sup>	10000 Megabytes per month
13.4	Additional Usage (after allowance) <sup>23.3</sup>	Over 10000 Megabytes: \$0.03 per Megabyte
<b>14.0</b>	<b>INTERNET – ADSL PLAN</b>	<b>ADSL Accommodation</b> <sup>23.6</sup>
14.1	Data Rate	512 Kbps Download / 256 Kbps Upload
14.2	Service Fee	\$10 per month
14.3	Data Allowance <sup>23.3</sup>	0 Megabytes per month
14.4	Additional Usage (after allowance) <sup>23.3</sup>	\$0.16 per Megabyte

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<b>15.0</b>	<b>INTERNET – ADSL PLAN</b>	<b>ADSL EMAIL</b> <sup>23.7</sup>
15.1	Data Rate	64 Kbps Download / 64 Kbps Upload
15.2	Service Fee	\$10 per month
15.3	Data Allowance <sup>23.3</sup>	150 Megabytes per month
15.4	Additional Usage (after allowance) <sup>23.3</sup>	\$0.14 per Megabyte
15.5	Free Data Period <sup>23.4</sup>	00:00am to 05:00am
<b>16.0</b>	<b>INTERNET – ADSL PLAN</b>	<b>ADSL On Hold</b> <sup>23.8</sup>
16.1	Data Rate	Service Disabled
16.2	Service Fee	\$10 per month
16.3	Data Allowance <sup>23.3</sup>	N/A
16.4	Additional Usage (after allowance) <sup>23.3</sup>	N/A
<b>17.0</b>	<b>INTERNET – ADSL OPTION</b>	<b>Priority Support</b> <sup>23.9</sup>
17.1	Service Fee	\$150 per month
<b>18.0</b>	<b>INTERNET – ADSL OPTION</b>	<b>Multisite</b> <sup>23.10</sup>
18.1	Installation Fees	Per Hr Labour plus equipment (minimum fee applies)
18.2	Minimum Install Fee	\$25
18.3	Service Fee per extra link (maximum = 2)	\$10 per month
<b>19.0</b>	<b>INTERNET – ADSL MODEM LEASE</b>	
19.1	Modem-UE (USB/Eth Modem)	\$4.00 per Month
19.2	Modem-4E (4 x Eth Modem)	\$4.00 per Month
19.3	Modem-4EW (4 x Eth/Wireless Modem)	\$6.50 per Month
<b>20.0</b>	<b>INTERNET – HOTSPOT</b> <sup>23.11</sup>	
20.1	1 Hour Access	\$5.00
20.2	5 Hour Access	\$20.00
20.3	10 Hour Access	\$35.00
<b>21.0</b>	<b>INTERNET – HOTSPOT</b>	<b>ACCOMMODATION SERVICE</b> <sup>23.12</sup>
21.1	Installation Fees	\$0
21.2	Service Fees	\$10.00 per Month
<b>22.0</b>	<b>INTERNET – OTHER SERVICES</b>	
22.1	Web page hosting	
22.2	◆ Private – 5 meg (Local Host)	Free
22.3	◆ Business – 5 meg (Local Host)	Free
22.4	Network Engineering	\$60 per hour
<b>23.0</b>	<b>ISP Notes</b>	
23.1	During the term of the ADSL Service contract, you can choose (and move between) any of the listed plans. Changes to plans are implemented on the 1 <sup>st</sup> day of a new month and an application for change must be submitted at least two working days prior to start of that month. Charges may apply.	
23.2	Free services are services provided by Norfolk Telecom that will not be included in data usage calculations and are therefore free of charge. Please contact Norfolk Telecom for further details about free services.	
23.3	Allowances and Data charges (MB and GB) are calculated on combined upload and download data transfer (except for some traffic provided from time to time by Norfolk Telecom at no cost). Unused usage forfeited.	
23.4	Free Data Periods are times during which all data usage will not be charged. Service applies only to certain plans.	
23.5	Rate plans “ADSL Dxxx” define a data service. Data services are designed for high volume, low speed with no QoS parameters. Data services are restricted to specific internet protocols: FTP, SMTP, HTTP.	
23.6	The Accommodation plan is limited to a maximum of two ADSL service connections provided per accommodation location. Daily usage summaries will be delivered via email to allow for customer billing.	
23.7	The Email plan is designed as a replacement for dialup. It is low speed and only allows for minimal internet browsing.	
23.8	The On Hold plan is only available for periods greater than one month and must include a full calendar month. The service will be disabled whilst this plan is in effect.	
23.9	Priority Support provides 24/7 callout on your ADSL service at no further cost. Standard support is provided during Norfolk Telecom normal technical staffing hours only.	



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23.10	Multisite provides for multiple locations to be included under the one rate plan up to a total of three sites.			
23.11	HotSpot wireless access is available at participating Norfolk Telecom Hotspot locations. Access dockets can be purchased from the HotSpot location or at Norfolk Telecom.			
23.12	HotSpot Accommodation Service is available for Tourist Resorts, Hotels, Apartments and Units to access and on sell the Norfolk Telecom Hotspot service to their guests.			
<b>NORFOLK TELECOM GSM MOBILE</b>				
<b>24.0</b>	<b>Prepaid GSM Mobile</b>			
	<b>CALL DESTINATION</b>	<b>PERIOD</b>	<b>RATE PER MINUTE</b>	<b>SMS</b>
24.1	Local	Peak	\$0.40	\$0.10
24.2	Local	Off Peak	\$0.20	\$0.10
24.3	Australia	Peak	\$0.60	\$0.30
24.4	Australia	Off Peak	\$0.40	\$0.30
24.5	New Zealand	Peak	\$0.60	\$0.30
24.6	New Zealand	Off Peak	\$0.40	\$0.30
24.7	Rest of the World	Peak	\$0.80	\$0.30
24.8	Rest of the World	Off Peak	\$0.50	\$0.30
<b>25.0</b>	<b>DAY TYPE</b>	<b>PERIOD TYPE</b>	<b>TIME PERIOD</b>	
25.1	<b>MONDAY – FRIDAY</b>	Peak	07: 00 – 20:00	
25.2		Off Peak	20: 00 – 07:00	
25.3	<b>SATURDAY</b>	Peak	08: 00 – 12:00	
25.4		Off Peak	12: 00 – 08:00	
25.5	<b>SUNDAY</b>	Off Peak	All Day	
25.6	<b>PUBLIC HOLIDAYS</b>	Off Peak	All Day	

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