



For transparency, we have listed all possible additions that may be required for installation of the Pentanet nbn™ service. We will always inform you of any additional charges that may apply prior to installation.

In this section Labour Rate means \$110 for each of the total number of man-hours of labour required to perform the relevant activity (rounded up to the next full hour); and Materials means the cost of materials necessary to perform the relevant activity. The following fees may apply for nbn™ services:

Item/Parameters	Cost
Setup fee (month to month contracts only)	\$79
Order withdrawal charge (for cancellation of order prior to provisioning)	\$99
New development charge	\$300
HFC NTD charge	\$165
FTTC charge	\$165
Professional Splitter Installation at time of a Standard Installation	\$250 including first hour then \$110/hr after
Professional Splitter Installation not at time of a Standard Installation	Labour rate (min 3 hours) plus materials (min \$10)
Subsequent Installation	\$330 plus labour rate plus materials over and above initial standard installation
Equipment Modification (attendance at premises required)	Labour rate (min 3 hours)
Equipment Removal	Labour rate (min 3 hours)
Equipment Repair	Labour rate (min 3 hours)
No Fault Found (No Truck Roll Required)	Labour rate
No Fault Found (Truck Roll Required)	Labour rate (min 2 hours)
No Fault Found (Truck Roll Required and Professional Splitter Installation)	Labour rate (min 3.5 hours) plus materials (min \$10)
Late Cancellation (Site visit required)	Labour rate
Missed Appointment	Labour rate
Restoration	Labour rate
Speed Change	\$20