

Pricing Schedule

Information about the fees

New Site Connection Fee

A new development fee of \$300.00 (incl.GST) or \$550.00 (incl.GST) may apply, depending on the service address.

Incorrect Call-out Fee

If a technician is dispatched for on-site service and the issue is determined to be caused by your actions, an incorrect call-out fee of \$165.00 (incl.GST) or \$220.00 (incl. GST) will apply, depending on the service plan.

Missed Appointment Fee

A missed appointment fee of \$165.00 (incl. GST) will be charged if the service activation or fault rectification cannot proceed at the scheduled time due to the end-user's actions.

Incorrect Service Activation Fee

If service activation fails due to incorrect details provided such as an incorrect unit number or street address, a penalty fee of \$99.00 (incl.GST) will apply.

Order Withdrawal Fee

If an order is cancelled after submission to the network provider, an order withdrawal fee of \$99.00 (incl.GST) will apply.

Dishonour Fee

If a payment is declined, a dishonour fee of \$9.90 (incl. GST) will be charged.

Early Termination Fee

Termination of service within the contract term will be charged for a termination fee of the total monthly fee of the remaining contract term, and you are required to pay the total amount in one lump sum.

VOIP Service

CityCable's VOIP service is offered on a "Pay-As-You-Go" basis. Call rates include local call: \$0.25/call; STD: \$0.25/min; mobile: \$0.30/min and 13/1300: \$0.50/call.

AMEX Card Surcharge

A 1% surcharge applies to all AMEX transactions.