

Pricing Schedule

Effective from October 2025

New Development Fee

A new development fee of \$300.00 inc. GST will apply to premises connecting for the first time within a newly developed area.

New Connection Fee

A new connection fee will apply for first-time connections at premises serviced by the Opticomm Network or Lynham Network. The applicable fee is \$330.00 inc. GST or \$550.00 inc. GST, depending on the service location.

VoIP Call Charge

City Cable offer VoIP service 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.

Hardware Fee

The City Cable router can be purchased outright for \$150.00 inc. GST, or through instalments over 12 or 24 months. If you terminate your City Cable internet service before the instalments are completed, the remaining balance must be paid in full.

Incorrect Call-out Fee

An incorrect call-out fee, charged at an hourly rate ranging from \$165.00 inc. GST to \$550.00 inc. GST, will apply if a technician attends on-site and the issue is found to be caused by you. The applicable fee depends on your service network.

Missed Appointment and Rescheduling Fee

A rescheduling fee of \$165.00 inc. GST will be charged for missed appointments where the scheduled service activation or fault rectification cannot proceed as planned due to the end-user’s actions.

Incorrect Service Activation Fee

A \$99.00 inc. GST penalty fee will apply if service activation fails due to incorrect details, such as the wrong unit number or street address.

Transaction Fee

A transaction fee of 1% will apply to each AMEX transaction.

Late Payment Fee

A dishonour fee of \$9.90 will apply in the next bill for any declined transaction.

A late payment fee of \$9.90 will apply in the next bill for any overdue invoice.