

IGNITE Additional Retail Charges

FROM 1 JANUARY 2018

Ignite may apply the following fees and charges to your account as applicable. Account Transaction Fees may apply for Ignite Accounts, according to contract terms and conditions. These fees and charges may change from time to time.

ACCOUNT TRANSACTION FEES

Non-Direct Debit Fees

A fee will apply for each payment that is not collected using direct debit from a Bank Account or Credit Card.

Credit Card Transaction Fees

MasterCard and Visa Credit card payments attract a 1.5% surcharge. American Express and Diners Card payments attract a 3.6% surcharge.

Printed Bill Fee

A printed bill fee will apply for each bill we post, if you choose to have your bills posted to you. Email delivery of bills does not incur this fee.

Dishonored Payment Fee

A dishonored payment fee may apply for each payment we attempt that is subsequently declined by your financial institution.

PASS THROUGH CHARGES

Where a Distributor charges us for activities it undertakes on your behalf, or in response to a request by you (other than activities for which we charge a fee), we may also pass through these charges to you.

ORDER FEES

Move / Connection Fee

A connection fee may be applied to your account if your address is required to be connected, or if you are moving home and a relocation is required.

Field Visit Fees

A field visit fee may be applied to your account if a visit to your property is required new connections, collection of unpaid accounts or any other purpose. These will ultimately be pass through charges from the relevant suppliers.

Reconnection After Disconnection for Non-Payment Fee

A fee will be applied to your account if your service address is required to be reconnected following disconnection for non-payment.

After-Hours Distributors Service Fees and Charges

If you require an after-hours service visit from a distributor for services at your address (where available), or as a result of a service request made by you (e.g. to repair a fault on your equipment), any charges the distributor invoices to Ignite, will be invoiced on your account.

Account Transaction Fees	Ex GST	Inc GST
Cheque Dishonour Fee (per payment)	\$25.00	\$27.50
Late Payment Fee (4 Days late)	\$9.09	\$10.00
Direct Debit Dishonour Fee (per payment)	\$9.09	\$10.00
Non-Direct Debit Fee (per invoice)	\$3.59	\$3.95
Printed Bill Fee (per Bill)	\$2.00	\$2.20

Service Order Fees	Ex GST	Inc GST
Fixed Line Inactive InPlace Connection Fee	\$53.60	\$59.00
Fixed Line New InPlace Connection Fee	\$117.27	\$129.00
Fixed Line New Connection Fee	\$271.81	\$299.00
Relocation Inactive InPlace (ADSL Inc)	\$136.36	\$150.00
Relocation New InPlace (ADSL Inc)	\$200.00	\$220.00
Relocation New Connection Fee (ADSL Inc)	\$362.72	\$399.00
NBN New Pair Connection	\$271.81	\$299.00
NBN Established Pair Relocation	\$136.36	\$150.00
NBN New Pair Relocation	\$362.72	\$399.00
Reconnection Fee after Disconnection for Non-payment (per Services)	\$45.45	\$50.00

