

Other Charges

Services are provided by Australian Postal Corporation trading as Australia Post Mobile and Australia Post Broadband.

We may charge you a fee for other services we provide, including, but not limited to:

Service	Description	Charge
Change of number	If you wish to change your mobile number	\$20 per change
Change of number	If you wish to change your mobile number due to harassment and have reported it to the relevant law enforcement body.	Free
Paper invoice	If you wish us to print and post an invoice to you.	Free
Change of account holder	Transfer SIM card to another person.	\$20 per change
Reactivation charge	If you request us to suspend your service (eg you lost your phone) we may charge a fee to resume the service	\$10 per event
Reactivation for port out charge	If your service has been cancelled and you request us to temporarily reactivate it so you can port (transfer) your number to another carrier	\$10 per event
SIM card replacement	If you ask us to replace a SIM card because you have lost, stolen or damaged it, we may charge a fee to replace it.	\$5 per replacement
Transaction fee	For any transaction that we manually process via our service centre, that could be managed online or through other self-service mechanisms, we may charge a transaction fee. This may apply to recharges, top-ups, plan changes, voucher redemptions or other transactions.	Free
Credit Card Pre-Authorisation	Whenever you add a new credit card as a payment method to your account, we need to pre-authorise a \$1 charge to confirm your card's validity. This will appear as a pending charge and will disappear within 10 business days.	-
Broadband Termination Fee	If your service is cancelled or terminated by request or missed payment, we may charge a fee to terminate your service.	\$25 per event
Broadband Service Relocation Fee	If you request us to move your existing service to a new address, we may charge a fee to transfer your service.	\$25 per event
Broadband Order Withdrawal Fee	If you submit an order for a broadband service and request a cancellation before the order is complete/activated, we may charge a fee to process the cancellation.	\$25 per event
NBN Professional Installation Fee	If you are unable to successfully self-install your broadband service and a technician appointment is required, or you request a professional installation, we may charge a fee for an NBN technician to complete your installation.	\$150 per event
Broadband Incorrect Fault Investigation Fee	If you request for us to arrange a fault to be investigated by NBN and it is found that the fault is attributable to your side of the delivery point, we may charge a fee that is passed on from NBN.	\$100 first 30 minutes \$50 per subsequent 30 minutes