

Rate card

Fees and charges		
Fee	Description	Cost
Service upgrade fee	Applies when a contract is signed to upgrade connection speed.	Minimum cost \$300. Cost may vary depending on contract term.
Order withdrawal fee	Applies when a signed order is withdrawn at customers request.	Minimum cost \$300. Cost may vary depending on contract term and how advanced the provisioning process is.
Cancellation fee	Applies when a contract is cancelled at customers request, before the contract end date.	Minimum cost equal to monthly contract cost. Cost may vary depending on the remaining contract term.
Service call	Applies for a service call not required by Cirrus.	A standard fee of \$200 + hourly rate of \$120, per service call.
Site survey	Applies for a site survey not required by Cirrus.	\$300 per site survey where the survey is within 50km of the CBD in Sydney, Melbourne and Brisbane.
Relocation of service	Applies when a new contract is signed by request to move an existing Cirrus service into a new premise.	Minimum cost \$300. Cost may vary depending on contract term.
Re-booking fee	Applies for moving an agreed to installation date due to no fault of Cirrus.	\$100 per rebooking.
Failed installation fee	Applies to an unsuccessful installation due to no fault of Cirrus.	\$500 per failed installation.
Static IP address	1 static IP address	\$0
	2 static IP addresses (/30)	\$20 per month
	6 static IP addresses (/29)	\$30 per month
	14 static IP addresses (/28)	\$40 per month
	30 static IP addresses (/27)	\$60 per month

*All pricing is GST exclusive. Cirrus equipment is on loan to the customer for the life of the contract.