

Installation, Setup and Training – Terms & Charges

1. General Conditions

- 1.1 All services are provided subject to site accessibility and readiness at the time of attendance.
- 1.2 Delays caused by site conditions, third parties, or customer requirements may result in additional charges.
- 1.3 By proceeding with the installation of the new service, the customer acknowledges and agrees to the above terms, charges, and liability conditions.

2. Standard Installation Fees (Sydney Metropolitan Area)

- 2.1 Installation services are charged at a rate of \$199 (excl. GST) for the initial two (2) hours, which includes standard setup and training.
- 2.2 Any additional labour required beyond the initial two (2) hours will be charged at \$99 (excl. GST) per hour, billed in hourly increments.
- 2.3 Travel is included for locations within a 20-kilometre radius of our office.

3. Installation Fees (Outside Sydney Metropolitan Area)

- 3.1 A call-out fee of \$199 (excl. GST) will apply.
- 3.2 Travel will be charged at a rate of \$0.95 per kilometre (excl. GST), calculated from our office location.
- 3.3 Additional labour will be charged at \$99 (excl. GST) per hour.

4. Additional Charges and Exclusions

- 4.1 All prices quoted are for labour only unless otherwise specified.
- 4.2 Any materials, parts, or additional equipment required will be charged separately.
- 4.3 Travel charges are calculated based on the total round-trip distance.
- 4.4 After-hours services or urgent requests may incur additional charges at our discretion.

4.5 Where onsite or street parking is not available, any parking costs incurred will be on-charged at cost.

5. Liability and Safety

5.1 All installation, setup, and training services are conducted by COMSTEL and/or its authorised third-party providers.

5.2 The customer and their staff are not required or authorised to handle, move, or operate equipment during installation.

5.3 COMSTEL accepts no liability for injury, loss, or damage resulting from unauthorised involvement of the customer or third parties in installation activities.

5.4 The customer acknowledges that any deviation from these guidelines may invalidate any claims for damages or compensation relating to the installation.