# Pay Guide - Telecommunications Services Award [MA000041]

Published 20 December 2022

Pay rates change from 1 July each year, therates in this guide apply from the first full pay period on or after 01 July 2022.

Information about the definition and operation of allowances, penalties and overtime can be found in the [award](https://www.fairwork.gov.au/awards-and-agreements/awards/list-of-awards) and the [Pay and Conditions Tool](https://calculate.fairwork.gov.au/).

The best way to get general pay and conditions advice is to register for [My account](https://www.fairwork.gov.au/my-account/registerpage.aspx) on our website. Once you have registered you can ask questions and save replies, view tailored information relevant to you and save pages, pay rates and awards.

**Disclaimer**

The Fair Work Ombudsman is committed to ensuring that information available through this pay guide including data is accurate and incorporates changes to minimum rates of pay, allowances and penalty rates in the award as soon as they come into effect.

However, we cannot guarantee or accept any liability for the accuracy, reliability, currency or completeness of the information available in this pay guide. This is because, for example, there may be a delay between when a change takes effect, and when the information available in the guide is updated.

When considering information available in the pay guide about awards you should also have regard to the terms of the relevant award, which can be found through our [Awards page](https://www.fairwork.gov.au/employment-conditions/awards). If our information is inconsistent with the award, then the award applies.

If you need further assistance you can [contact us](https://www.fairwork.gov.au/about-us/contact-us/). Alternatively, you may wish to get independent advice from a union, employer association or lawyer on your particular circumstances.

We encourage you to [subscribe to email updates](https://www.fairwork.gov.au/about-us/contact-us/subscribe-to-email-updates) to receive alerts when pay rates and entitlements change in this pay guide.

## Rates of pay

If the Leading hand allowance applies the rates below should not be used, and should be calculated using the [PACT](https://calculate.fairwork.gov.au/).

Note: Trade qualified juniors must be paid the appropriate adult rate.

### Adult

### Full-time & part-time

**Table 1 of 2**

| **Classification** | **Weekly pay rate** | **Hourly pay rate** | **Saturday - before 7am or after 1pm** | **Sunday** | **Public Holiday - day work** | **Public Holiday - shiftwork** | **Delayed meal break** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Customer contact trainee | $865.20 | $22.77 | $34.16 | $34.16 | $56.93 | $45.54 | $34.16 |
| Customer contact officer level 1 | $893.60 | $23.52 | $35.28 | $35.28 | $58.80 | $47.04 | $35.28 |
| Customer contact officer level 2 | $940.90 | $24.76 | $37.14 | $37.14 | $61.90 | $49.52 | $37.14 |
| Principal customer contact specialist | $991.40 | $26.09 | $39.14 | $39.14 | $65.23 | $52.18 | $39.14 |
| Customer contact team leader | $1,026.60 | $27.02 | $40.53 | $40.53 | $67.55 | $54.04 | $40.53 |
| Principal customer contact leader | $1,100.80 | $28.97 | $43.46 | $43.46 | $72.43 | $57.94 | $43.46 |
| Clerical and administration level 1 | $865.20 | $22.77 | $34.16 | $34.16 | $56.93 | $45.54 | $34.16 |
| Clerical and administration level 2 | $893.60 | $23.52 | $35.28 | $35.28 | $58.80 | $47.04 | $35.28 |
| Clerical and administration level 3 | $940.90 | $24.76 | $37.14 | $37.14 | $61.90 | $49.52 | $37.14 |
| Clerical and administration level 4 | $1,026.60 | $27.02 | $40.53 | $40.53 | $67.55 | $54.04 | $40.53 |
| Clerical and administration level 5 | $1,100.80 | $28.97 | $43.46 | $43.46 | $72.43 | $57.94 | $43.46 |
| Telecommunications trainee | $865.20 | $22.77 | $34.16 | $34.16 | $56.93 | $45.54 | $34.16 |
| Telecommunications technical employee | $940.90 | $24.76 | $37.14 | $37.14 | $61.90 | $49.52 | $37.14 |
| Telecommunications technician | $999.00 | $26.29 | $39.44 | $39.44 | $65.73 | $52.58 | $39.44 |
| Advanced telecommunications technician | $1,026.60 | $27.02 | $40.53 | $40.53 | $67.55 | $54.04 | $40.53 |
| Principal telecommunications technician | $1,100.80 | $28.97 | $43.46 | $43.46 | $72.43 | $57.94 | $43.46 |
| Telecommunications associate | $1,189.50 | $31.30 | $46.95 | $46.95 | $78.25 | $62.60 | $46.95 |

**Table 2 of 2**

| **Classification** | **Afternoon shift - Monday to Saturday** | **Night shift - Monday to Saturday** | **Permanent night shift - Monday to Saturday** | **Overtime - first 3 hours** | **Overtime - after 3 hours** | **Less than 10 hour break after overtime - first 3 hours - not part-time employees** | **Less than 10 hour break after overtime - after 3 hours - not part-time employees** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Customer contact trainee | $26.19 | $26.19 | $29.60 | $34.16 | $45.54 | $34.16 | $45.54 |
| Customer contact officer level 1 | $27.05 | $27.05 | $30.58 | $35.28 | $47.04 | $35.28 | $47.04 |
| Customer contact officer level 2 | $28.47 | $28.47 | $32.19 | $37.14 | $49.52 | $37.14 | $49.52 |
| Principal customer contact specialist | $30.00 | $30.00 | $33.92 | $39.14 | $52.18 | $39.14 | $52.18 |
| Customer contact team leader | $31.07 | $31.07 | $35.13 | $40.53 | $54.04 | $40.53 | $54.04 |
| Principal customer contact leader | $33.32 | $33.32 | $37.66 | $43.46 | $57.94 | $43.46 | $57.94 |
| Clerical and administration level 1 | $26.19 | $26.19 | $29.60 | $34.16 | $45.54 | $34.16 | $45.54 |
| Clerical and administration level 2 | $27.05 | $27.05 | $30.58 | $35.28 | $47.04 | $35.28 | $47.04 |
| Clerical and administration level 3 | $28.47 | $28.47 | $32.19 | $37.14 | $49.52 | $37.14 | $49.52 |
| Clerical and administration level 4 | $31.07 | $31.07 | $35.13 | $40.53 | $54.04 | $40.53 | $54.04 |
| Clerical and administration level 5 | $33.32 | $33.32 | $37.66 | $43.46 | $57.94 | $43.46 | $57.94 |
| Telecommunications trainee | $26.19 | $26.19 | $29.60 | $34.16 | $45.54 | $34.16 | $45.54 |
| Telecommunications technical employee | $28.47 | $28.47 | $32.19 | $37.14 | $49.52 | $37.14 | $49.52 |
| Telecommunications technician | $30.23 | $30.23 | $34.18 | $39.44 | $52.58 | $39.44 | $52.58 |
| Advanced telecommunications technician | $31.07 | $31.07 | $35.13 | $40.53 | $54.04 | $40.53 | $54.04 |
| Principal telecommunications technician | $33.32 | $33.32 | $37.66 | $43.46 | $57.94 | $43.46 | $57.94 |
| Telecommunications associate | $36.00 | $36.00 | $40.69 | $46.95 | $62.60 | $46.95 | $62.60 |

### Casual

**Table 1 of 2**

| **Classification** | **Hourly pay rate** | **Saturday - before 7am or after 1pm** | **Sunday** | **Public Holiday - day work** | **Public Holiday - shiftwork** | **Delayed meal break** |
| --- | --- | --- | --- | --- | --- | --- |
| Customer contact trainee | $28.46 | $39.85 | $39.85 | $62.62 | $51.23 | $39.85 |
| Customer contact officer level 1 | $29.40 | $41.16 | $41.16 | $64.68 | $52.92 | $41.16 |
| Customer contact officer level 2 | $30.95 | $43.33 | $43.33 | $68.09 | $55.71 | $43.33 |
| Principal customer contact specialist | $32.61 | $45.66 | $45.66 | $71.75 | $58.70 | $45.66 |
| Customer contact team leader | $33.78 | $47.29 | $47.29 | $74.31 | $60.80 | $47.29 |
| Principal customer contact leader | $36.21 | $50.70 | $50.70 | $79.67 | $65.18 | $50.70 |
| Clerical and administration level 1 | $28.46 | $39.85 | $39.85 | $62.62 | $51.23 | $39.85 |
| Clerical and administration level 2 | $29.40 | $41.16 | $41.16 | $64.68 | $52.92 | $41.16 |
| Clerical and administration level 3 | $30.95 | $43.33 | $43.33 | $68.09 | $55.71 | $43.33 |
| Clerical and administration level 4 | $33.78 | $47.29 | $47.29 | $74.31 | $60.80 | $47.29 |
| Clerical and administration level 5 | $36.21 | $50.70 | $50.70 | $79.67 | $65.18 | $50.70 |
| Telecommunications trainee | $28.46 | $39.85 | $39.85 | $62.62 | $51.23 | $39.85 |
| Telecommunications technical employee | $30.95 | $43.33 | $43.33 | $68.09 | $55.71 | $43.33 |
| Telecommunications technician | $32.86 | $46.01 | $46.01 | $72.30 | $59.15 | $46.01 |
| Advanced telecommunications technician | $33.78 | $47.29 | $47.29 | $74.31 | $60.80 | $47.29 |
| Principal telecommunications technician | $36.21 | $50.70 | $50.70 | $79.67 | $65.18 | $50.70 |
| Telecommunications associate | $39.13 | $54.78 | $54.78 | $86.08 | $70.43 | $54.78 |

**Table 2 of 2**

| **Classification** | **Afternoon shift - Monday to Saturday** | **Night shift - Monday to Saturday** | **Permanent night shift - Monday to Saturday** | **Overtime - first 3 hours** | **Overtime - after 3 hours** |
| --- | --- | --- | --- | --- | --- |
| Customer contact trainee | $31.88 | $31.88 | $35.29 | $42.69 | $56.93 |
| Customer contact officer level 1 | $32.93 | $32.93 | $36.46 | $44.10 | $58.80 |
| Customer contact officer level 2 | $34.66 | $34.66 | $38.38 | $46.43 | $61.90 |
| Principal customer contact specialist | $36.53 | $36.53 | $40.44 | $48.92 | $65.23 |
| Customer contact team leader | $37.83 | $37.83 | $41.88 | $50.66 | $67.55 |
| Principal customer contact leader | $40.56 | $40.56 | $44.90 | $54.32 | $72.43 |
| Clerical and administration level 1 | $31.88 | $31.88 | $35.29 | $42.69 | $56.93 |
| Clerical and administration level 2 | $32.93 | $32.93 | $36.46 | $44.10 | $58.80 |
| Clerical and administration level 3 | $34.66 | $34.66 | $38.38 | $46.43 | $61.90 |
| Clerical and administration level 4 | $37.83 | $37.83 | $41.88 | $50.66 | $67.55 |
| Clerical and administration level 5 | $40.56 | $40.56 | $44.90 | $54.32 | $72.43 |
| Telecommunications trainee | $31.88 | $31.88 | $35.29 | $42.69 | $56.93 |
| Telecommunications technical employee | $34.66 | $34.66 | $38.38 | $46.43 | $61.90 |
| Telecommunications technician | $36.81 | $36.81 | $40.75 | $49.29 | $65.73 |
| Advanced telecommunications technician | $37.83 | $37.83 | $41.88 | $50.66 | $67.55 |
| Principal telecommunications technician | $40.56 | $40.56 | $44.90 | $54.32 | $72.43 |
| Telecommunications associate | $43.82 | $43.82 | $48.52 | $58.69 | $78.25 |

### Junior - Full-time & part-time - 15 years

**Table 1 of 2**

| **Classification** | **Weekly pay rate** | **Hourly pay rate** | **Saturday - before 7am or after 1pm** | **Sunday** | **Public Holiday - day work** | **Public Holiday - shiftwork** | **Delayed meal break** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Customer contact trainee | $432.60 | $11.38 | $17.07 | $17.07 | $28.45 | $22.76 | $17.07 |
| Customer contact officer level 1 | $446.80 | $11.76 | $17.64 | $17.64 | $29.40 | $23.52 | $17.64 |
| Customer contact officer level 2 | $470.45 | $12.38 | $18.57 | $18.57 | $30.95 | $24.76 | $18.57 |
| Principal customer contact specialist | $495.70 | $13.04 | $19.56 | $19.56 | $32.60 | $26.08 | $19.56 |
| Customer contact team leader | $513.30 | $13.51 | $20.27 | $20.27 | $33.78 | $27.02 | $20.27 |
| Principal customer contact leader | $550.40 | $14.48 | $21.72 | $21.72 | $36.20 | $28.96 | $21.72 |
| Clerical and administration level 1 | $432.60 | $11.38 | $17.07 | $17.07 | $28.45 | $22.76 | $17.07 |
| Clerical and administration level 2 | $446.80 | $11.76 | $17.64 | $17.64 | $29.40 | $23.52 | $17.64 |
| Clerical and administration level 3 | $470.45 | $12.38 | $18.57 | $18.57 | $30.95 | $24.76 | $18.57 |
| Clerical and administration level 4 | $513.30 | $13.51 | $20.27 | $20.27 | $33.78 | $27.02 | $20.27 |
| Clerical and administration level 5 | $550.40 | $14.48 | $21.72 | $21.72 | $36.20 | $28.96 | $21.72 |
| Telecommunications trainee | $432.60 | $11.38 | $17.07 | $17.07 | $28.45 | $22.76 | $17.07 |
| Telecommunications technical employee | $470.45 | $12.38 | $18.57 | $18.57 | $30.95 | $24.76 | $18.57 |
| Telecommunications technician | $499.50 | $13.14 | $19.71 | $19.71 | $32.85 | $26.28 | $19.71 |
| Advanced telecommunications technician | $513.30 | $13.51 | $20.27 | $20.27 | $33.78 | $27.02 | $20.27 |
| Principal telecommunications technician | $550.40 | $14.48 | $21.72 | $21.72 | $36.20 | $28.96 | $21.72 |
| Telecommunications associate | $594.75 | $15.65 | $23.48 | $23.48 | $39.13 | $31.30 | $23.48 |

**Table 2 of 2**

| **Classification** | **Afternoon shift - Monday to Saturday** | **Night shift - Monday to Saturday** | **Permanent night shift - Monday to Saturday** | **Overtime - first 3 hours** | **Overtime - after 3 hours** | **Less than 10 hour break after overtime - first 3 hours - not part-time employees** | **Less than 10 hour break after overtime - after 3 hours - not part-time employees** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Customer contact trainee | $13.09 | $13.09 | $14.79 | $17.07 | $22.76 | $17.07 | $22.76 |
| Customer contact officer level 1 | $13.52 | $13.52 | $15.29 | $17.64 | $23.52 | $17.64 | $23.52 |
| Customer contact officer level 2 | $14.24 | $14.24 | $16.09 | $18.57 | $24.76 | $18.57 | $24.76 |
| Principal customer contact specialist | $15.00 | $15.00 | $16.95 | $19.56 | $26.08 | $19.56 | $26.08 |
| Customer contact team leader | $15.54 | $15.54 | $17.56 | $20.27 | $27.02 | $20.27 | $27.02 |
| Principal customer contact leader | $16.65 | $16.65 | $18.82 | $21.72 | $28.96 | $21.72 | $28.96 |
| Clerical and administration level 1 | $13.09 | $13.09 | $14.79 | $17.07 | $22.76 | $17.07 | $22.76 |
| Clerical and administration level 2 | $13.52 | $13.52 | $15.29 | $17.64 | $23.52 | $17.64 | $23.52 |
| Clerical and administration level 3 | $14.24 | $14.24 | $16.09 | $18.57 | $24.76 | $18.57 | $24.76 |
| Clerical and administration level 4 | $15.54 | $15.54 | $17.56 | $20.27 | $27.02 | $20.27 | $27.02 |
| Clerical and administration level 5 | $16.65 | $16.65 | $18.82 | $21.72 | $28.96 | $21.72 | $28.96 |
| Telecommunications trainee | $13.09 | $13.09 | $14.79 | $17.07 | $22.76 | $17.07 | $22.76 |
| Telecommunications technical employee | $14.24 | $14.24 | $16.09 | $18.57 | $24.76 | $18.57 | $24.76 |
| Telecommunications technician | $15.11 | $15.11 | $17.08 | $19.71 | $26.28 | $19.71 | $26.28 |
| Advanced telecommunications technician | $15.54 | $15.54 | $17.56 | $20.27 | $27.02 | $20.27 | $27.02 |
| Principal telecommunications technician | $16.65 | $16.65 | $18.82 | $21.72 | $28.96 | $21.72 | $28.96 |
| Telecommunications associate | $18.00 | $18.00 | $20.35 | $23.48 | $31.30 | $23.48 | $31.30 |

### Junior - Full-time & part-time - 16 years

**Table 1 of 2**

| **Classification** | **Weekly pay rate** | **Hourly pay rate** | **Saturday - before 7am or after 1pm** | **Sunday** | **Public Holiday - day work** | **Public Holiday - shiftwork** | **Delayed meal break** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Customer contact trainee | $519.12 | $13.66 | $20.49 | $20.49 | $34.15 | $27.32 | $20.49 |
| Customer contact officer level 1 | $536.16 | $14.11 | $21.17 | $21.17 | $35.28 | $28.22 | $21.17 |
| Customer contact officer level 2 | $564.54 | $14.86 | $22.29 | $22.29 | $37.15 | $29.72 | $22.29 |
| Principal customer contact specialist | $594.84 | $15.65 | $23.48 | $23.48 | $39.13 | $31.30 | $23.48 |
| Customer contact team leader | $615.96 | $16.21 | $24.32 | $24.32 | $40.53 | $32.42 | $24.32 |
| Principal customer contact leader | $660.48 | $17.38 | $26.07 | $26.07 | $43.45 | $34.76 | $26.07 |
| Clerical and administration level 1 | $519.12 | $13.66 | $20.49 | $20.49 | $34.15 | $27.32 | $20.49 |
| Clerical and administration level 2 | $536.16 | $14.11 | $21.17 | $21.17 | $35.28 | $28.22 | $21.17 |
| Clerical and administration level 3 | $564.54 | $14.86 | $22.29 | $22.29 | $37.15 | $29.72 | $22.29 |
| Clerical and administration level 4 | $615.96 | $16.21 | $24.32 | $24.32 | $40.53 | $32.42 | $24.32 |
| Clerical and administration level 5 | $660.48 | $17.38 | $26.07 | $26.07 | $43.45 | $34.76 | $26.07 |
| Telecommunications trainee | $519.12 | $13.66 | $20.49 | $20.49 | $34.15 | $27.32 | $20.49 |
| Telecommunications technical employee | $564.54 | $14.86 | $22.29 | $22.29 | $37.15 | $29.72 | $22.29 |
| Telecommunications technician | $599.40 | $15.77 | $23.66 | $23.66 | $39.43 | $31.54 | $23.66 |
| Advanced telecommunications technician | $615.96 | $16.21 | $24.32 | $24.32 | $40.53 | $32.42 | $24.32 |
| Principal telecommunications technician | $660.48 | $17.38 | $26.07 | $26.07 | $43.45 | $34.76 | $26.07 |
| Telecommunications associate | $713.70 | $18.78 | $28.17 | $28.17 | $46.95 | $37.56 | $28.17 |

**Table 2 of 2**

| **Classification** | **Afternoon shift - Monday to Saturday** | **Night shift - Monday to Saturday** | **Permanent night shift - Monday to Saturday** | **Overtime - first 3 hours** | **Overtime - after 3 hours** | **Less than 10 hour break after overtime - first 3 hours - not part-time employees** | **Less than 10 hour break after overtime - after 3 hours - not part-time employees** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Customer contact trainee | $15.71 | $15.71 | $17.76 | $20.49 | $27.32 | $20.49 | $27.32 |
| Customer contact officer level 1 | $16.23 | $16.23 | $18.34 | $21.17 | $28.22 | $21.17 | $28.22 |
| Customer contact officer level 2 | $17.09 | $17.09 | $19.32 | $22.29 | $29.72 | $22.29 | $29.72 |
| Principal customer contact specialist | $18.00 | $18.00 | $20.35 | $23.48 | $31.30 | $23.48 | $31.30 |
| Customer contact team leader | $18.64 | $18.64 | $21.07 | $24.32 | $32.42 | $24.32 | $32.42 |
| Principal customer contact leader | $19.99 | $19.99 | $22.59 | $26.07 | $34.76 | $26.07 | $34.76 |
| Clerical and administration level 1 | $15.71 | $15.71 | $17.76 | $20.49 | $27.32 | $20.49 | $27.32 |
| Clerical and administration level 2 | $16.23 | $16.23 | $18.34 | $21.17 | $28.22 | $21.17 | $28.22 |
| Clerical and administration level 3 | $17.09 | $17.09 | $19.32 | $22.29 | $29.72 | $22.29 | $29.72 |
| Clerical and administration level 4 | $18.64 | $18.64 | $21.07 | $24.32 | $32.42 | $24.32 | $32.42 |
| Clerical and administration level 5 | $19.99 | $19.99 | $22.59 | $26.07 | $34.76 | $26.07 | $34.76 |
| Telecommunications trainee | $15.71 | $15.71 | $17.76 | $20.49 | $27.32 | $20.49 | $27.32 |
| Telecommunications technical employee | $17.09 | $17.09 | $19.32 | $22.29 | $29.72 | $22.29 | $29.72 |
| Telecommunications technician | $18.14 | $18.14 | $20.50 | $23.66 | $31.54 | $23.66 | $31.54 |
| Advanced telecommunications technician | $18.64 | $18.64 | $21.07 | $24.32 | $32.42 | $24.32 | $32.42 |
| Principal telecommunications technician | $19.99 | $19.99 | $22.59 | $26.07 | $34.76 | $26.07 | $34.76 |
| Telecommunications associate | $21.60 | $21.60 | $24.41 | $28.17 | $37.56 | $28.17 | $37.56 |

### Junior - Full-time & part-time - 17 years

**Table 1 of 2**

| **Classification** | **Weekly pay rate** | **Hourly pay rate** | **Saturday - before 7am or after 1pm** | **Sunday** | **Public Holiday - day work** | **Public Holiday - shiftwork** | **Delayed meal break** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Customer contact trainee | $605.64 | $15.94 | $23.91 | $23.91 | $39.85 | $31.88 | $23.91 |
| Customer contact officer level 1 | $625.52 | $16.46 | $24.69 | $24.69 | $41.15 | $32.92 | $24.69 |
| Customer contact officer level 2 | $658.63 | $17.33 | $26.00 | $26.00 | $43.33 | $34.66 | $26.00 |
| Principal customer contact specialist | $693.98 | $18.26 | $27.39 | $27.39 | $45.65 | $36.52 | $27.39 |
| Customer contact team leader | $718.62 | $18.91 | $28.37 | $28.37 | $47.28 | $37.82 | $28.37 |
| Principal customer contact leader | $770.56 | $20.28 | $30.42 | $30.42 | $50.70 | $40.56 | $30.42 |
| Clerical and administration level 1 | $605.64 | $15.94 | $23.91 | $23.91 | $39.85 | $31.88 | $23.91 |
| Clerical and administration level 2 | $625.52 | $16.46 | $24.69 | $24.69 | $41.15 | $32.92 | $24.69 |
| Clerical and administration level 3 | $658.63 | $17.33 | $26.00 | $26.00 | $43.33 | $34.66 | $26.00 |
| Clerical and administration level 4 | $718.62 | $18.91 | $28.37 | $28.37 | $47.28 | $37.82 | $28.37 |
| Clerical and administration level 5 | $770.56 | $20.28 | $30.42 | $30.42 | $50.70 | $40.56 | $30.42 |
| Telecommunications trainee | $605.64 | $15.94 | $23.91 | $23.91 | $39.85 | $31.88 | $23.91 |
| Telecommunications technical employee | $658.63 | $17.33 | $26.00 | $26.00 | $43.33 | $34.66 | $26.00 |
| Telecommunications technician | $699.30 | $18.40 | $27.60 | $27.60 | $46.00 | $36.80 | $27.60 |
| Advanced telecommunications technician | $718.62 | $18.91 | $28.37 | $28.37 | $47.28 | $37.82 | $28.37 |
| Principal telecommunications technician | $770.56 | $20.28 | $30.42 | $30.42 | $50.70 | $40.56 | $30.42 |
| Telecommunications associate | $832.65 | $21.91 | $32.87 | $32.87 | $54.78 | $43.82 | $32.87 |

**Table 2 of 2**

| **Classification** | **Afternoon shift - Monday to Saturday** | **Night shift - Monday to Saturday** | **Permanent night shift - Monday to Saturday** | **Overtime - first 3 hours** | **Overtime - after 3 hours** | **Less than 10 hour break after overtime - first 3 hours - not part-time employees** | **Less than 10 hour break after overtime - after 3 hours - not part-time employees** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Customer contact trainee | $18.33 | $18.33 | $20.72 | $23.91 | $31.88 | $23.91 | $31.88 |
| Customer contact officer level 1 | $18.93 | $18.93 | $21.40 | $24.69 | $32.92 | $24.69 | $32.92 |
| Customer contact officer level 2 | $19.93 | $19.93 | $22.53 | $26.00 | $34.66 | $26.00 | $34.66 |
| Principal customer contact specialist | $21.00 | $21.00 | $23.74 | $27.39 | $36.52 | $27.39 | $36.52 |
| Customer contact team leader | $21.75 | $21.75 | $24.58 | $28.37 | $37.82 | $28.37 | $37.82 |
| Principal customer contact leader | $23.32 | $23.32 | $26.36 | $30.42 | $40.56 | $30.42 | $40.56 |
| Clerical and administration level 1 | $18.33 | $18.33 | $20.72 | $23.91 | $31.88 | $23.91 | $31.88 |
| Clerical and administration level 2 | $18.93 | $18.93 | $21.40 | $24.69 | $32.92 | $24.69 | $32.92 |
| Clerical and administration level 3 | $19.93 | $19.93 | $22.53 | $26.00 | $34.66 | $26.00 | $34.66 |
| Clerical and administration level 4 | $21.75 | $21.75 | $24.58 | $28.37 | $37.82 | $28.37 | $37.82 |
| Clerical and administration level 5 | $23.32 | $23.32 | $26.36 | $30.42 | $40.56 | $30.42 | $40.56 |
| Telecommunications trainee | $18.33 | $18.33 | $20.72 | $23.91 | $31.88 | $23.91 | $31.88 |
| Telecommunications technical employee | $19.93 | $19.93 | $22.53 | $26.00 | $34.66 | $26.00 | $34.66 |
| Telecommunications technician | $21.16 | $21.16 | $23.92 | $27.60 | $36.80 | $27.60 | $36.80 |
| Advanced telecommunications technician | $21.75 | $21.75 | $24.58 | $28.37 | $37.82 | $28.37 | $37.82 |
| Principal telecommunications technician | $23.32 | $23.32 | $26.36 | $30.42 | $40.56 | $30.42 | $40.56 |
| Telecommunications associate | $25.20 | $25.20 | $28.48 | $32.87 | $43.82 | $32.87 | $43.82 |

### Junior - Full-time & part-time - 18 years

**Table 1 of 2**

| **Classification** | **Weekly pay rate** | **Hourly pay rate** | **Saturday - before 7am or after 1pm** | **Sunday** | **Public Holiday - day work** | **Public Holiday - shiftwork** | **Delayed meal break** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Customer contact trainee | $865.20 | $22.77 | $34.16 | $34.16 | $56.93 | $45.54 | $34.16 |
| Customer contact officer level 1 | $893.60 | $23.52 | $35.28 | $35.28 | $58.80 | $47.04 | $35.28 |
| Customer contact officer level 2 | $940.90 | $24.76 | $37.14 | $37.14 | $61.90 | $49.52 | $37.14 |
| Principal customer contact specialist | $991.40 | $26.09 | $39.14 | $39.14 | $65.23 | $52.18 | $39.14 |
| Customer contact team leader | $1,026.60 | $27.02 | $40.53 | $40.53 | $67.55 | $54.04 | $40.53 |
| Principal customer contact leader | $1,100.80 | $28.97 | $43.46 | $43.46 | $72.43 | $57.94 | $43.46 |
| Clerical and administration level 1 | $865.20 | $22.77 | $34.16 | $34.16 | $56.93 | $45.54 | $34.16 |
| Clerical and administration level 2 | $893.60 | $23.52 | $35.28 | $35.28 | $58.80 | $47.04 | $35.28 |
| Clerical and administration level 3 | $940.90 | $24.76 | $37.14 | $37.14 | $61.90 | $49.52 | $37.14 |
| Clerical and administration level 4 | $1,026.60 | $27.02 | $40.53 | $40.53 | $67.55 | $54.04 | $40.53 |
| Clerical and administration level 5 | $1,100.80 | $28.97 | $43.46 | $43.46 | $72.43 | $57.94 | $43.46 |
| Telecommunications trainee | $865.20 | $22.77 | $34.16 | $34.16 | $56.93 | $45.54 | $34.16 |
| Telecommunications technical employee | $940.90 | $24.76 | $37.14 | $37.14 | $61.90 | $49.52 | $37.14 |
| Telecommunications technician | $999.00 | $26.29 | $39.44 | $39.44 | $65.73 | $52.58 | $39.44 |
| Advanced telecommunications technician | $1,026.60 | $27.02 | $40.53 | $40.53 | $67.55 | $54.04 | $40.53 |
| Principal telecommunications technician | $1,100.80 | $28.97 | $43.46 | $43.46 | $72.43 | $57.94 | $43.46 |
| Telecommunications associate | $1,189.50 | $31.30 | $46.95 | $46.95 | $78.25 | $62.60 | $46.95 |

**Table 2 of 2**

| **Classification** | **Afternoon shift - Monday to Saturday** | **Night shift - Monday to Saturday** | **Permanent night shift - Monday to Saturday** | **Overtime - first 3 hours** | **Overtime - after 3 hours** | **Less than 10 hour break after overtime - first 3 hours - not part-time employees** | **Less than 10 hour break after overtime - after 3 hours - not part-time employees** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Customer contact trainee | $26.19 | $26.19 | $29.60 | $34.16 | $45.54 | $34.16 | $45.54 |
| Customer contact officer level 1 | $27.05 | $27.05 | $30.58 | $35.28 | $47.04 | $35.28 | $47.04 |
| Customer contact officer level 2 | $28.47 | $28.47 | $32.19 | $37.14 | $49.52 | $37.14 | $49.52 |
| Principal customer contact specialist | $30.00 | $30.00 | $33.92 | $39.14 | $52.18 | $39.14 | $52.18 |
| Customer contact team leader | $31.07 | $31.07 | $35.13 | $40.53 | $54.04 | $40.53 | $54.04 |
| Principal customer contact leader | $33.32 | $33.32 | $37.66 | $43.46 | $57.94 | $43.46 | $57.94 |
| Clerical and administration level 1 | $26.19 | $26.19 | $29.60 | $34.16 | $45.54 | $34.16 | $45.54 |
| Clerical and administration level 2 | $27.05 | $27.05 | $30.58 | $35.28 | $47.04 | $35.28 | $47.04 |
| Clerical and administration level 3 | $28.47 | $28.47 | $32.19 | $37.14 | $49.52 | $37.14 | $49.52 |
| Clerical and administration level 4 | $31.07 | $31.07 | $35.13 | $40.53 | $54.04 | $40.53 | $54.04 |
| Clerical and administration level 5 | $33.32 | $33.32 | $37.66 | $43.46 | $57.94 | $43.46 | $57.94 |
| Telecommunications trainee | $26.19 | $26.19 | $29.60 | $34.16 | $45.54 | $34.16 | $45.54 |
| Telecommunications technical employee | $28.47 | $28.47 | $32.19 | $37.14 | $49.52 | $37.14 | $49.52 |
| Telecommunications technician | $30.23 | $30.23 | $34.18 | $39.44 | $52.58 | $39.44 | $52.58 |
| Advanced telecommunications technician | $31.07 | $31.07 | $35.13 | $40.53 | $54.04 | $40.53 | $54.04 |
| Principal telecommunications technician | $33.32 | $33.32 | $37.66 | $43.46 | $57.94 | $43.46 | $57.94 |
| Telecommunications associate | $36.00 | $36.00 | $40.69 | $46.95 | $62.60 | $46.95 | $62.60 |

### Junior - Casual - 15 years

**Table 1 of 2**

| **Classification** | **Hourly pay rate** | **Saturday - before 7am or after 1pm** | **Sunday** | **Public Holiday - day work** | **Public Holiday - shiftwork** | **Delayed meal break** |
| --- | --- | --- | --- | --- | --- | --- |
| Customer contact trainee | $14.23 | $19.92 | $19.92 | $31.30 | $25.61 | $19.92 |
| Customer contact officer level 1 | $14.70 | $20.58 | $20.58 | $32.34 | $26.46 | $20.58 |
| Customer contact officer level 2 | $15.48 | $21.67 | $21.67 | $34.05 | $27.86 | $21.67 |
| Principal customer contact specialist | $16.30 | $22.82 | $22.82 | $35.86 | $29.34 | $22.82 |
| Customer contact team leader | $16.89 | $23.64 | $23.64 | $37.15 | $30.40 | $23.64 |
| Principal customer contact leader | $18.10 | $25.34 | $25.34 | $39.82 | $32.58 | $25.34 |
| Clerical and administration level 1 | $14.23 | $19.92 | $19.92 | $31.30 | $25.61 | $19.92 |
| Clerical and administration level 2 | $14.70 | $20.58 | $20.58 | $32.34 | $26.46 | $20.58 |
| Clerical and administration level 3 | $15.48 | $21.67 | $21.67 | $34.05 | $27.86 | $21.67 |
| Clerical and administration level 4 | $16.89 | $23.64 | $23.64 | $37.15 | $30.40 | $23.64 |
| Clerical and administration level 5 | $18.10 | $25.34 | $25.34 | $39.82 | $32.58 | $25.34 |
| Telecommunications trainee | $14.23 | $19.92 | $19.92 | $31.30 | $25.61 | $19.92 |
| Telecommunications technical employee | $15.48 | $21.67 | $21.67 | $34.05 | $27.86 | $21.67 |
| Telecommunications technician | $16.43 | $23.00 | $23.00 | $36.14 | $29.57 | $23.00 |
| Advanced telecommunications technician | $16.89 | $23.64 | $23.64 | $37.15 | $30.40 | $23.64 |
| Principal telecommunications technician | $18.10 | $25.34 | $25.34 | $39.82 | $32.58 | $25.34 |
| Telecommunications associate | $19.56 | $27.39 | $27.39 | $43.04 | $35.21 | $27.39 |

**Table 2 of 2**

| **Classification** | **Afternoon shift - Monday to Saturday** | **Night shift - Monday to Saturday** | **Permanent night shift - Monday to Saturday** | **Overtime - first 3 hours** | **Overtime - after 3 hours** |
| --- | --- | --- | --- | --- | --- |
| Customer contact trainee | $15.93 | $15.93 | $17.64 | $21.34 | $28.45 |
| Customer contact officer level 1 | $16.46 | $16.46 | $18.23 | $22.05 | $29.40 |
| Customer contact officer level 2 | $17.33 | $17.33 | $19.19 | $23.21 | $30.95 |
| Principal customer contact specialist | $18.26 | $18.26 | $20.21 | $24.45 | $32.60 |
| Customer contact team leader | $18.91 | $18.91 | $20.94 | $25.33 | $33.78 |
| Principal customer contact leader | $20.27 | $20.27 | $22.44 | $27.15 | $36.20 |
| Clerical and administration level 1 | $15.93 | $15.93 | $17.64 | $21.34 | $28.45 |
| Clerical and administration level 2 | $16.46 | $16.46 | $18.23 | $22.05 | $29.40 |
| Clerical and administration level 3 | $17.33 | $17.33 | $19.19 | $23.21 | $30.95 |
| Clerical and administration level 4 | $18.91 | $18.91 | $20.94 | $25.33 | $33.78 |
| Clerical and administration level 5 | $20.27 | $20.27 | $22.44 | $27.15 | $36.20 |
| Telecommunications trainee | $15.93 | $15.93 | $17.64 | $21.34 | $28.45 |
| Telecommunications technical employee | $17.33 | $17.33 | $19.19 | $23.21 | $30.95 |
| Telecommunications technician | $18.40 | $18.40 | $20.37 | $24.64 | $32.85 |
| Advanced telecommunications technician | $18.91 | $18.91 | $20.94 | $25.33 | $33.78 |
| Principal telecommunications technician | $20.27 | $20.27 | $22.44 | $27.15 | $36.20 |
| Telecommunications associate | $21.91 | $21.91 | $24.26 | $29.34 | $39.13 |

### Junior - Casual - 16 years

**Table 1 of 2**

| **Classification** | **Hourly pay rate** | **Saturday - before 7am or after 1pm** | **Sunday** | **Public Holiday - day work** | **Public Holiday - shiftwork** | **Delayed meal break** |
| --- | --- | --- | --- | --- | --- | --- |
| Customer contact trainee | $17.08 | $23.91 | $23.91 | $37.57 | $30.74 | $23.91 |
| Customer contact officer level 1 | $17.64 | $24.69 | $24.69 | $38.80 | $31.75 | $24.69 |
| Customer contact officer level 2 | $18.58 | $26.01 | $26.01 | $40.87 | $33.44 | $26.01 |
| Principal customer contact specialist | $19.56 | $27.39 | $27.39 | $43.04 | $35.21 | $27.39 |
| Customer contact team leader | $20.26 | $28.37 | $28.37 | $44.58 | $36.47 | $28.37 |
| Principal customer contact leader | $21.73 | $30.42 | $30.42 | $47.80 | $39.11 | $30.42 |
| Clerical and administration level 1 | $17.08 | $23.91 | $23.91 | $37.57 | $30.74 | $23.91 |
| Clerical and administration level 2 | $17.64 | $24.69 | $24.69 | $38.80 | $31.75 | $24.69 |
| Clerical and administration level 3 | $18.58 | $26.01 | $26.01 | $40.87 | $33.44 | $26.01 |
| Clerical and administration level 4 | $20.26 | $28.37 | $28.37 | $44.58 | $36.47 | $28.37 |
| Clerical and administration level 5 | $21.73 | $30.42 | $30.42 | $47.80 | $39.11 | $30.42 |
| Telecommunications trainee | $17.08 | $23.91 | $23.91 | $37.57 | $30.74 | $23.91 |
| Telecommunications technical employee | $18.58 | $26.01 | $26.01 | $40.87 | $33.44 | $26.01 |
| Telecommunications technician | $19.71 | $27.60 | $27.60 | $43.37 | $35.48 | $27.60 |
| Advanced telecommunications technician | $20.26 | $28.37 | $28.37 | $44.58 | $36.47 | $28.37 |
| Principal telecommunications technician | $21.73 | $30.42 | $30.42 | $47.80 | $39.11 | $30.42 |
| Telecommunications associate | $23.48 | $32.87 | $32.87 | $51.65 | $42.26 | $32.87 |

**Table 2 of 2**

| **Classification** | **Afternoon shift - Monday to Saturday** | **Night shift - Monday to Saturday** | **Permanent night shift - Monday to Saturday** | **Overtime - first 3 hours** | **Overtime - after 3 hours** |
| --- | --- | --- | --- | --- | --- |
| Customer contact trainee | $19.12 | $19.12 | $21.17 | $25.61 | $34.15 |
| Customer contact officer level 1 | $19.75 | $19.75 | $21.87 | $26.46 | $35.28 |
| Customer contact officer level 2 | $20.80 | $20.80 | $23.03 | $27.86 | $37.15 |
| Principal customer contact specialist | $21.91 | $21.91 | $24.26 | $29.34 | $39.13 |
| Customer contact team leader | $22.69 | $22.69 | $25.13 | $30.39 | $40.53 |
| Principal customer contact leader | $24.33 | $24.33 | $26.94 | $32.59 | $43.45 |
| Clerical and administration level 1 | $19.12 | $19.12 | $21.17 | $25.61 | $34.15 |
| Clerical and administration level 2 | $19.75 | $19.75 | $21.87 | $26.46 | $35.28 |
| Clerical and administration level 3 | $20.80 | $20.80 | $23.03 | $27.86 | $37.15 |
| Clerical and administration level 4 | $22.69 | $22.69 | $25.13 | $30.39 | $40.53 |
| Clerical and administration level 5 | $24.33 | $24.33 | $26.94 | $32.59 | $43.45 |
| Telecommunications trainee | $19.12 | $19.12 | $21.17 | $25.61 | $34.15 |
| Telecommunications technical employee | $20.80 | $20.80 | $23.03 | $27.86 | $37.15 |
| Telecommunications technician | $22.08 | $22.08 | $24.44 | $29.57 | $39.43 |
| Advanced telecommunications technician | $22.69 | $22.69 | $25.13 | $30.39 | $40.53 |
| Principal telecommunications technician | $24.33 | $24.33 | $26.94 | $32.59 | $43.45 |
| Telecommunications associate | $26.29 | $26.29 | $29.11 | $35.21 | $46.95 |

### Junior - Casual - 17 years

**Table 1 of 2**

| **Classification** | **Hourly pay rate** | **Saturday - before 7am or after 1pm** | **Sunday** | **Public Holiday - day work** | **Public Holiday - shiftwork** | **Delayed meal break** |
| --- | --- | --- | --- | --- | --- | --- |
| Customer contact trainee | $19.93 | $27.90 | $27.90 | $43.84 | $35.87 | $27.90 |
| Customer contact officer level 1 | $20.58 | $28.81 | $28.81 | $45.27 | $37.04 | $28.81 |
| Customer contact officer level 2 | $21.66 | $30.33 | $30.33 | $47.66 | $38.99 | $30.33 |
| Principal customer contact specialist | $22.83 | $31.96 | $31.96 | $50.22 | $41.09 | $31.96 |
| Customer contact team leader | $23.64 | $33.09 | $33.09 | $52.00 | $42.55 | $33.09 |
| Principal customer contact leader | $25.35 | $35.49 | $35.49 | $55.77 | $45.63 | $35.49 |
| Clerical and administration level 1 | $19.93 | $27.90 | $27.90 | $43.84 | $35.87 | $27.90 |
| Clerical and administration level 2 | $20.58 | $28.81 | $28.81 | $45.27 | $37.04 | $28.81 |
| Clerical and administration level 3 | $21.66 | $30.33 | $30.33 | $47.66 | $38.99 | $30.33 |
| Clerical and administration level 4 | $23.64 | $33.09 | $33.09 | $52.00 | $42.55 | $33.09 |
| Clerical and administration level 5 | $25.35 | $35.49 | $35.49 | $55.77 | $45.63 | $35.49 |
| Telecommunications trainee | $19.93 | $27.90 | $27.90 | $43.84 | $35.87 | $27.90 |
| Telecommunications technical employee | $21.66 | $30.33 | $30.33 | $47.66 | $38.99 | $30.33 |
| Telecommunications technician | $23.00 | $32.20 | $32.20 | $50.60 | $41.40 | $32.20 |
| Advanced telecommunications technician | $23.64 | $33.09 | $33.09 | $52.00 | $42.55 | $33.09 |
| Principal telecommunications technician | $25.35 | $35.49 | $35.49 | $55.77 | $45.63 | $35.49 |
| Telecommunications associate | $27.39 | $38.34 | $38.34 | $60.25 | $49.30 | $38.34 |

**Table 2 of 2**

| **Classification** | **Afternoon shift - Monday to Saturday** | **Night shift - Monday to Saturday** | **Permanent night shift - Monday to Saturday** | **Overtime - first 3 hours** | **Overtime - after 3 hours** |
| --- | --- | --- | --- | --- | --- |
| Customer contact trainee | $22.32 | $22.32 | $24.71 | $29.89 | $39.85 |
| Customer contact officer level 1 | $23.04 | $23.04 | $25.51 | $30.86 | $41.15 |
| Customer contact officer level 2 | $24.26 | $24.26 | $26.86 | $32.49 | $43.33 |
| Principal customer contact specialist | $25.56 | $25.56 | $28.30 | $34.24 | $45.65 |
| Customer contact team leader | $26.47 | $26.47 | $29.31 | $35.46 | $47.28 |
| Principal customer contact leader | $28.39 | $28.39 | $31.43 | $38.03 | $50.70 |
| Clerical and administration level 1 | $22.32 | $22.32 | $24.71 | $29.89 | $39.85 |
| Clerical and administration level 2 | $23.04 | $23.04 | $25.51 | $30.86 | $41.15 |
| Clerical and administration level 3 | $24.26 | $24.26 | $26.86 | $32.49 | $43.33 |
| Clerical and administration level 4 | $26.47 | $26.47 | $29.31 | $35.46 | $47.28 |
| Clerical and administration level 5 | $28.39 | $28.39 | $31.43 | $38.03 | $50.70 |
| Telecommunications trainee | $22.32 | $22.32 | $24.71 | $29.89 | $39.85 |
| Telecommunications technical employee | $24.26 | $24.26 | $26.86 | $32.49 | $43.33 |
| Telecommunications technician | $25.76 | $25.76 | $28.52 | $34.50 | $46.00 |
| Advanced telecommunications technician | $26.47 | $26.47 | $29.31 | $35.46 | $47.28 |
| Principal telecommunications technician | $28.39 | $28.39 | $31.43 | $38.03 | $50.70 |
| Telecommunications associate | $30.67 | $30.67 | $33.96 | $41.08 | $54.78 |

### Junior - Casual - 18 years

**Table 1 of 2**

| **Classification** | **Hourly pay rate** | **Saturday - before 7am or after 1pm** | **Sunday** | **Public Holiday - day work** | **Public Holiday - shiftwork** | **Delayed meal break** |
| --- | --- | --- | --- | --- | --- | --- |
| Customer contact trainee | $28.46 | $39.85 | $39.85 | $62.62 | $51.23 | $39.85 |
| Customer contact officer level 1 | $29.40 | $41.16 | $41.16 | $64.68 | $52.92 | $41.16 |
| Customer contact officer level 2 | $30.95 | $43.33 | $43.33 | $68.09 | $55.71 | $43.33 |
| Principal customer contact specialist | $32.61 | $45.66 | $45.66 | $71.75 | $58.70 | $45.66 |
| Customer contact team leader | $33.78 | $47.29 | $47.29 | $74.31 | $60.80 | $47.29 |
| Principal customer contact leader | $36.21 | $50.70 | $50.70 | $79.67 | $65.18 | $50.70 |
| Clerical and administration level 1 | $28.46 | $39.85 | $39.85 | $62.62 | $51.23 | $39.85 |
| Clerical and administration level 2 | $29.40 | $41.16 | $41.16 | $64.68 | $52.92 | $41.16 |
| Clerical and administration level 3 | $30.95 | $43.33 | $43.33 | $68.09 | $55.71 | $43.33 |
| Clerical and administration level 4 | $33.78 | $47.29 | $47.29 | $74.31 | $60.80 | $47.29 |
| Clerical and administration level 5 | $36.21 | $50.70 | $50.70 | $79.67 | $65.18 | $50.70 |
| Telecommunications trainee | $28.46 | $39.85 | $39.85 | $62.62 | $51.23 | $39.85 |
| Telecommunications technical employee | $30.95 | $43.33 | $43.33 | $68.09 | $55.71 | $43.33 |
| Telecommunications technician | $32.86 | $46.01 | $46.01 | $72.30 | $59.15 | $46.01 |
| Advanced telecommunications technician | $33.78 | $47.29 | $47.29 | $74.31 | $60.80 | $47.29 |
| Principal telecommunications technician | $36.21 | $50.70 | $50.70 | $79.67 | $65.18 | $50.70 |
| Telecommunications associate | $39.13 | $54.78 | $54.78 | $86.08 | $70.43 | $54.78 |

**Table 2 of 2**

| **Classification** | **Afternoon shift - Monday to Saturday** | **Night shift - Monday to Saturday** | **Permanent night shift - Monday to Saturday** | **Overtime - first 3 hours** | **Overtime - after 3 hours** |
| --- | --- | --- | --- | --- | --- |
| Customer contact trainee | $31.88 | $31.88 | $35.29 | $42.69 | $56.93 |
| Customer contact officer level 1 | $32.93 | $32.93 | $36.46 | $44.10 | $58.80 |
| Customer contact officer level 2 | $34.66 | $34.66 | $38.38 | $46.43 | $61.90 |
| Principal customer contact specialist | $36.53 | $36.53 | $40.44 | $48.92 | $65.23 |
| Customer contact team leader | $37.83 | $37.83 | $41.88 | $50.66 | $67.55 |
| Principal customer contact leader | $40.56 | $40.56 | $44.90 | $54.32 | $72.43 |
| Clerical and administration level 1 | $31.88 | $31.88 | $35.29 | $42.69 | $56.93 |
| Clerical and administration level 2 | $32.93 | $32.93 | $36.46 | $44.10 | $58.80 |
| Clerical and administration level 3 | $34.66 | $34.66 | $38.38 | $46.43 | $61.90 |
| Clerical and administration level 4 | $37.83 | $37.83 | $41.88 | $50.66 | $67.55 |
| Clerical and administration level 5 | $40.56 | $40.56 | $44.90 | $54.32 | $72.43 |
| Telecommunications trainee | $31.88 | $31.88 | $35.29 | $42.69 | $56.93 |
| Telecommunications technical employee | $34.66 | $34.66 | $38.38 | $46.43 | $61.90 |
| Telecommunications technician | $36.81 | $36.81 | $40.75 | $49.29 | $65.73 |
| Advanced telecommunications technician | $37.83 | $37.83 | $41.88 | $50.66 | $67.55 |
| Principal telecommunications technician | $40.56 | $40.56 | $44.90 | $54.32 | $72.43 |
| Telecommunications associate | $43.82 | $43.82 | $48.52 | $58.69 | $78.25 |

### Apprentice - Started before 1 Jan 2014

**Table 1 of 2**

| **Classification** | **Weekly pay rate** | **Hourly pay rate** | **Saturday - before 7am or after 1pm** | **Sunday** | **Public Holiday - day work** | **Public Holiday - shiftwork** | **Delayed meal break** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Apprentice 1st year | $419.58 | $11.04 | $16.56 | $16.56 | $27.60 | $22.08 | $16.56 |
| Apprentice 2nd year | $549.45 | $14.46 | $21.69 | $21.69 | $36.15 | $28.92 | $21.69 |
| Apprentice 3rd year | $749.25 | $19.72 | $29.58 | $29.58 | $49.30 | $39.44 | $29.58 |
| Apprentice 4th year | $879.12 | $23.13 | $34.70 | $34.70 | $57.83 | $46.26 | $34.70 |

**Table 2 of 2**

| **Classification** | **Afternoon shift - Monday to Saturday** | **Night shift - Monday to Saturday** | **Permanent night shift - Monday to Saturday** | **Overtime - first 3 hours** | **Overtime - after 3 hours** | **Less than 10 hour break after overtime - first 3 hours - not part-time employees** | **Less than 10 hour break after overtime - after 3 hours - not part-time employees** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Apprentice 1st year | $12.70 | $12.70 | $14.35 | $16.56 | $22.08 | $16.56 | $22.08 |
| Apprentice 2nd year | $16.63 | $16.63 | $18.80 | $21.69 | $28.92 | $21.69 | $28.92 |
| Apprentice 3rd year | $22.68 | $22.68 | $25.64 | $29.58 | $39.44 | $29.58 | $39.44 |
| Apprentice 4th year | $26.60 | $26.60 | $30.07 | $34.70 | $46.26 | $34.70 | $46.26 |

### Apprentice - Started after 1 Jan 2014 - Did not complete year 12 - Full-time & part-time

**Table 1 of 2**

| **Classification** | **Weekly pay rate** | **Hourly pay rate** | **Saturday - before 7am or after 1pm** | **Sunday** | **Public Holiday - day work** | **Public Holiday - shiftwork** | **Delayed meal break** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Apprentice 1st year | $499.50 | $13.14 | $19.71 | $19.71 | $32.85 | $26.28 | $19.71 |
| Apprentice 2nd year | $599.40 | $15.77 | $23.66 | $23.66 | $39.43 | $31.54 | $23.66 |
| Apprentice 3rd year | $749.25 | $19.72 | $29.58 | $29.58 | $49.30 | $39.44 | $29.58 |
| Apprentice 4th year | $879.12 | $23.13 | $34.70 | $34.70 | $57.83 | $46.26 | $34.70 |

**Table 2 of 2**

| **Classification** | **Afternoon shift - Monday to Saturday** | **Night shift - Monday to Saturday** | **Permanent night shift - Monday to Saturday** | **Overtime - first 3 hours** | **Overtime - after 3 hours** | **Less than 10 hour break after overtime - first 3 hours - not part-time employees** | **Less than 10 hour break after overtime - after 3 hours - not part-time employees** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Apprentice 1st year | $15.11 | $15.11 | $17.08 | $19.71 | $26.28 | $19.71 | $26.28 |
| Apprentice 2nd year | $18.14 | $18.14 | $20.50 | $23.66 | $31.54 | $23.66 | $31.54 |
| Apprentice 3rd year | $22.68 | $22.68 | $25.64 | $29.58 | $39.44 | $29.58 | $39.44 |
| Apprentice 4th year | $26.60 | $26.60 | $30.07 | $34.70 | $46.26 | $34.70 | $46.26 |

### Apprentice - Started after 1 Jan 2014 - Completed year 12 - Full-time & part-time

**Table 1 of 2**

| **Classification** | **Weekly pay rate** | **Hourly pay rate** | **Saturday - before 7am or after 1pm** | **Sunday** | **Public Holiday - day work** | **Public Holiday - shiftwork** | **Delayed meal break** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Apprentice 1st year | $549.45 | $14.46 | $21.69 | $21.69 | $36.15 | $28.92 | $21.69 |
| Apprentice 2nd year | $649.35 | $17.09 | $25.64 | $25.64 | $42.73 | $34.18 | $25.64 |
| Apprentice 3rd year | $749.25 | $19.72 | $29.58 | $29.58 | $49.30 | $39.44 | $29.58 |
| Apprentice 4th year | $879.12 | $23.13 | $34.70 | $34.70 | $57.83 | $46.26 | $34.70 |

**Table 2 of 2**

| **Classification** | **Afternoon shift - Monday to Saturday** | **Night shift - Monday to Saturday** | **Permanent night shift - Monday to Saturday** | **Overtime - first 3 hours** | **Overtime - after 3 hours** | **Less than 10 hour break after overtime - first 3 hours - not part-time employees** | **Less than 10 hour break after overtime - after 3 hours - not part-time employees** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Apprentice 1st year | $16.63 | $16.63 | $18.80 | $21.69 | $28.92 | $21.69 | $28.92 |
| Apprentice 2nd year | $19.65 | $19.65 | $22.22 | $25.64 | $34.18 | $25.64 | $34.18 |
| Apprentice 3rd year | $22.68 | $22.68 | $25.64 | $29.58 | $39.44 | $29.58 | $39.44 |
| Apprentice 4th year | $26.60 | $26.60 | $30.07 | $34.70 | $46.26 | $34.70 | $46.26 |

### Adult Apprentice - Started before 1 Jan 2014

**Table 1 of 2**

| **Classification** | **Weekly pay rate** | **Hourly pay rate** | **Saturday - before 7am or after 1pm** | **Sunday** | **Public Holiday - day work** | **Public Holiday - shiftwork** | **Delayed meal break** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Apprentice 1st year | $419.58 | $11.04 | $16.56 | $16.56 | $27.60 | $22.08 | $16.56 |
| Apprentice 2nd year | $549.45 | $14.46 | $21.69 | $21.69 | $36.15 | $28.92 | $21.69 |
| Apprentice 3rd year | $749.25 | $19.72 | $29.58 | $29.58 | $49.30 | $39.44 | $29.58 |
| Apprentice 4th year | $879.12 | $23.13 | $34.70 | $34.70 | $57.83 | $46.26 | $34.70 |

**Table 2 of 2**

| **Classification** | **Afternoon shift - Monday to Saturday** | **Night shift - Monday to Saturday** | **Permanent night shift - Monday to Saturday** | **Overtime - first 3 hours** | **Overtime - after 3 hours** | **Less than 10 hour break after overtime - first 3 hours - not part-time employees** | **Less than 10 hour break after overtime - after 3 hours - not part-time employees** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Apprentice 1st year | $12.70 | $12.70 | $14.35 | $16.56 | $22.08 | $16.56 | $22.08 |
| Apprentice 2nd year | $16.63 | $16.63 | $18.80 | $21.69 | $28.92 | $21.69 | $28.92 |
| Apprentice 3rd year | $22.68 | $22.68 | $25.64 | $29.58 | $39.44 | $29.58 | $39.44 |
| Apprentice 4th year | $26.60 | $26.60 | $30.07 | $34.70 | $46.26 | $34.70 | $46.26 |

### Adult Apprentice - Started after 1 Jan 2014

**Table 1 of 2**

| **Classification** | **Weekly pay rate** | **Hourly pay rate** | **Saturday - before 7am or after 1pm** | **Sunday** | **Public Holiday - day work** | **Public Holiday - shiftwork** | **Delayed meal break** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Apprentice 1st year | $799.20 | $21.03 | $31.55 | $31.55 | $52.58 | $42.06 | $31.55 |
| Apprentice 2nd year | $865.20 | $22.77 | $34.16 | $34.16 | $56.93 | $45.54 | $34.16 |
| Apprentice 3rd year | $865.20 | $22.77 | $34.16 | $34.16 | $56.93 | $45.54 | $34.16 |
| Apprentice 4th year | $879.12 | $23.13 | $34.70 | $34.70 | $57.83 | $46.26 | $34.70 |

**Table 2 of 2**

| **Classification** | **Afternoon shift - Monday to Saturday** | **Night shift - Monday to Saturday** | **Permanent night shift - Monday to Saturday** | **Overtime - first 3 hours** | **Overtime - after 3 hours** | **Less than 10 hour break after overtime - first 3 hours - not part-time employees** | **Less than 10 hour break after overtime - after 3 hours - not part-time employees** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Apprentice 1st year | $24.18 | $24.18 | $27.34 | $31.55 | $42.06 | $31.55 | $42.06 |
| Apprentice 2nd year | $26.19 | $26.19 | $29.60 | $34.16 | $45.54 | $34.16 | $45.54 |
| Apprentice 3rd year | $26.19 | $26.19 | $29.60 | $34.16 | $45.54 | $34.16 | $45.54 |
| Apprentice 4th year | $26.60 | $26.60 | $30.07 | $34.70 | $46.26 | $34.70 | $46.26 |

## Allowances

If any all purpose allowances apply (marked \*), they should be added to the minimum rate before casual loading, penalties and overtime are calculated.

| **Allowances** | **Rate** |
| --- | --- |
| Apprentice training fees reimbursement | reimbursement of training fees for prescribed courses |
| Apprentice travel to block release training reimbursement | reimbursement for the excess reasonable travel costs incurred in the course of travelling to and from the training |
| First aid allowance | $0.50 per hour, up to a maximum of $18.82 per week |
| Meal allowance | $15.33 for the first meal and $15.33 for an extra meal after every 4 hours |
| Meal allowance while travelling | $14.94 per meal |
| Phone / internet connection reimbursement | reimbursement for the cost of purchase, installation and rental of a phone, modem or broadband connection |
| Phone calls reimbursement | reimbursement for the cost of calls made in connection with the business |
| Relocation expenses allowance | reimbursement for reasonable removal expenses |
| Stand-by allowance | 20% of the minimum hourly rate per hour for each hour required to stand by |
| \* Team leader/leading hand allowance - technical stream - in charge of 3 to 10 employees | $1.09 per hour |
| \* Team leader/leading hand allowance - technical stream - in charge of 11 to 20 employees | $1.62 per hour |
| \* Team leader/leading hand allowance - technical stream - in charge of more than 20 employees | $2.08 per hour |
| Tool allowance - technicians - technical stream | $0.45 per hour |
| Travel time allowance - sleeping berth provided | payment at the minimum hourly rate per hour for a maximum of 8 out of 24 hours |
| Travel time allowance - sleeping berth not provided | payment at the minimum hourly rate per hour for a maximum of 12 out of 24 hours |
| Travel expenses allowance | reimbursement for reasonable out of pocket expenses |
| Vehicle allowance | $0.91 per km |
| **Tool allowance - Apprentice (includes adult apprentices) - technical stream - Started before 1 Jan 2014** |  |
| 1st year apprentice | $0.19 per hour |
| 2nd year apprentice | $0.25 per hour |
| 3rd year apprentice | $0.34 per hour |
| 4th year apprentice | $0.39 per hour |
| **Tool allowance - Apprentice - technical stream - Started after 1 Jan 2014** |  |
| 1st year apprentice - did not complete year 12 | $0.22 per hour |
| 1st year apprentice - completed year 12 | $0.25 per hour |
| 2nd year apprentice - did not complete year 12 | $0.27 per hour |
| 2nd year apprentice - completed year 12 | $0.29 per hour |
| 3rd year apprentice | $0.34 per hour |
| 4th year apprentice | $0.39 per hour |
| **Tool allowance – Adult apprentice - technical stream - Started after 1 Jan 2014** |  |
| 1st year apprentice | $0.36 per hour |
| 2nd year apprentice | $0.39 per hour |
| 3rd year apprentice | $0.39 per hour |
| 4th year apprentice | $0.39 per hour |