

Pay Guide - Telecommunications Services Award

[MA000041]

Published 20 November 2020

Pay rates change from 1 July each year, the rates in this guide apply from 20 November 2020.

Information about the definition and operation of allowances, penalties and overtime can be found in the [award](#) and the [Pay and Conditions Tool](#).

The best way to get general pay and conditions advice is to register for [My account](#) 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.

Rates of pay

If the Leading hand allowance applies the rates below should not be used, and should be calculated using the [PACT](#).

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	\$805.10	\$21.19	\$31.79	\$31.79	\$52.98	\$42.38	\$31.79
Customer contact officer level 1	\$832.80	\$21.92	\$32.88	\$32.88	\$54.80	\$43.84	\$32.88
Customer contact officer level 2	\$877.60	\$23.09	\$34.64	\$34.64	\$57.73	\$46.18	\$34.64
Principal customer contact specialist	\$924.70	\$24.33	\$36.50	\$36.50	\$60.83	\$48.66	\$36.50
Customer contact team leader	\$957.60	\$25.20	\$37.80	\$37.80	\$63.00	\$50.40	\$37.80
Principal customer contact leader	\$1,026.70	\$27.02	N/A	N/A	N/A	N/A	N/A
Clerical and administration level 1	\$805.10	\$21.19	\$31.79	\$31.79	\$52.98	\$42.38	\$31.79
Clerical and administration level 2	\$832.80	\$21.92	\$32.88	\$32.88	\$54.80	\$43.84	\$32.88
Clerical and administration level 3	\$877.60	\$23.09	\$34.64	\$34.64	\$57.73	\$46.18	\$34.64
Clerical and administration level 4	\$957.60	\$25.20	\$37.80	\$37.80	\$63.00	\$50.40	\$37.80
Clerical and administration level 5	\$1,026.70	\$27.02	N/A	N/A	N/A	N/A	N/A
Telecommunications trainee	\$805.10	\$21.19	\$31.79	\$31.79	\$52.98	\$42.38	\$31.79
Telecommunications technical employee	\$877.60	\$23.09	\$34.64	\$34.64	\$57.73	\$46.18	\$34.64
Telecommunications technician	\$931.80	\$24.52	\$36.78	\$36.78	\$61.30	\$49.04	\$36.78
Advanced telecommunications technician	\$957.60	\$25.20	\$37.80	\$37.80	\$63.00	\$50.40	\$37.80
Principal telecommunications technician	\$1,026.70	\$27.02	\$40.53	\$40.53	\$67.55	\$54.04	\$40.53
Telecommunications associate	\$1,109.50	\$29.20	N/A	N/A	N/A	N/A	N/A

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	\$24.37	\$24.37	\$27.55	\$31.79	\$42.38	\$31.79	\$42.38
Customer contact officer level 1	\$25.21	\$25.21	\$28.50	\$32.88	\$43.84	\$32.88	\$43.84
Customer contact officer level 2	\$26.55	\$26.55	\$30.02	\$34.64	\$46.18	\$34.64	\$46.18
Principal customer contact specialist	\$27.98	\$27.98	\$31.63	\$36.50	\$48.66	\$36.50	\$48.66
Customer contact team leader	\$28.98	\$28.98	\$32.76	\$37.80	\$50.40	\$37.80	\$50.40
Principal customer contact leader	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Clerical and administration level 1	\$24.37	\$24.37	\$27.55	\$31.79	\$42.38	\$31.79	\$42.38
Clerical and administration level 2	\$25.21	\$25.21	\$28.50	\$32.88	\$43.84	\$32.88	\$43.84
Clerical and administration level 3	\$26.55	\$26.55	\$30.02	\$34.64	\$46.18	\$34.64	\$46.18
Clerical and administration level 4	\$28.98	\$28.98	\$32.76	\$37.80	\$50.40	\$37.80	\$50.40
Clerical and administration level 5	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Telecommunications trainee	\$24.37	\$24.37	\$27.55	\$31.79	\$42.38	\$31.79	\$42.38
Telecommunications technical employee	\$26.55	\$26.55	\$30.02	\$34.64	\$46.18	\$34.64	\$46.18
Telecommunications technician	\$28.20	\$28.20	\$31.88	\$36.78	\$49.04	\$36.78	\$49.04
Advanced telecommunications technician	\$28.98	\$28.98	\$32.76	\$37.80	\$50.40	\$37.80	\$50.40
Principal telecommunications technician	\$31.07	\$31.07	\$35.13	\$40.53	\$54.04	\$40.53	\$54.04
Telecommunications associate	N/A	N/A	N/A	N/A	N/A	N/A	N/A

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	\$26.49	\$37.08	\$37.08	\$58.27	\$47.68	\$37.08
Customer contact officer level 1	\$27.40	\$38.36	\$38.36	\$60.28	\$49.32	\$38.36
Customer contact officer level 2	\$28.86	\$40.41	\$40.41	\$63.50	\$51.95	\$40.41
Principal customer contact specialist	\$30.41	\$42.58	\$42.58	\$66.91	\$54.74	\$42.58
Customer contact team leader	\$31.50	\$44.10	\$44.10	\$69.30	\$56.70	\$44.10
Principal customer contact leader	\$33.78	N/A	N/A	N/A	N/A	N/A
Clerical and administration level 1	\$26.49	\$37.08	\$37.08	\$58.27	\$47.68	\$37.08
Clerical and administration level 2	\$27.40	\$38.36	\$38.36	\$60.28	\$49.32	\$38.36
Clerical and administration level 3	\$28.86	\$40.41	\$40.41	\$63.50	\$51.95	\$40.41
Clerical and administration level 4	\$31.50	\$44.10	\$44.10	\$69.30	\$56.70	\$44.10
Clerical and administration level 5	\$33.78	N/A	N/A	N/A	N/A	N/A
Telecommunications trainee	\$26.49	\$37.08	\$37.08	\$58.27	\$47.68	\$37.08
Telecommunications technical employee	\$28.86	\$40.41	\$40.41	\$63.50	\$51.95	\$40.41
Telecommunications technician	\$30.65	\$42.91	\$42.91	\$67.43	\$55.17	\$42.91
Advanced telecommunications technician	\$31.50	\$44.10	\$44.10	\$69.30	\$56.70	\$44.10
Principal telecommunications technician	\$33.78	\$47.29	\$47.29	\$74.31	\$60.80	\$47.29
Telecommunications associate	\$36.50	N/A	N/A	N/A	N/A	N/A

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	\$29.67	\$29.67	\$32.84	\$39.73	\$52.98
Customer contact officer level 1	\$30.69	\$30.69	\$33.98	\$41.10	\$54.80
Customer contact officer level 2	\$32.33	\$32.33	\$35.79	\$43.29	\$57.73
Principal customer contact specialist	\$34.06	\$34.06	\$37.71	\$45.62	\$60.83
Customer contact team leader	\$35.28	\$35.28	\$39.06	\$47.25	\$63.00
Principal customer contact leader	N/A	N/A	N/A	N/A	N/A
Clerical and administration level 1	\$29.67	\$29.67	\$32.84	\$39.73	\$52.98
Clerical and administration level 2	\$30.69	\$30.69	\$33.98	\$41.10	\$54.80
Clerical and administration level 3	\$32.33	\$32.33	\$35.79	\$43.29	\$57.73
Clerical and administration level 4	\$35.28	\$35.28	\$39.06	\$47.25	\$63.00
Clerical and administration level 5	N/A	N/A	N/A	N/A	N/A
Telecommunications trainee	\$29.67	\$29.67	\$32.84	\$39.73	\$52.98
Telecommunications technical employee	\$32.33	\$32.33	\$35.79	\$43.29	\$57.73
Telecommunications technician	\$34.33	\$34.33	\$38.01	\$45.98	\$61.30
Advanced telecommunications technician	\$35.28	\$35.28	\$39.06	\$47.25	\$63.00
Principal telecommunications technician	\$37.83	\$37.83	\$41.88	\$50.66	\$67.55
Telecommunications associate	N/A	N/A	N/A	N/A	N/A

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	\$402.55	\$10.59	\$15.89	\$15.89	\$26.48	\$21.18	\$15.89
Customer contact officer level 1	\$416.40	\$10.96	\$16.44	\$16.44	\$27.40	\$21.92	\$16.44
Customer contact officer level 2	\$438.80	\$11.55	\$17.33	\$17.33	\$28.88	\$23.10	\$17.33
Principal customer contact specialist	\$462.35	\$12.17	\$18.26	\$18.26	\$30.43	\$24.34	\$18.26
Customer contact team leader	\$478.80	\$12.60	\$18.90	\$18.90	\$31.50	\$25.20	\$18.90
Principal customer contact leader	\$513.35	\$13.51	N/A	N/A	N/A	N/A	N/A
Clerical and administration level 1	\$402.55	\$10.59	\$15.89	\$15.89	\$26.48	\$21.18	\$15.89
Clerical and administration level 2	\$416.40	\$10.96	\$16.44	\$16.44	\$27.40	\$21.92	\$16.44
Clerical and administration level 3	\$438.80	\$11.55	\$17.33	\$17.33	\$28.88	\$23.10	\$17.33
Clerical and administration level 4	\$478.80	\$12.60	\$18.90	\$18.90	\$31.50	\$25.20	\$18.90
Clerical and administration level 5	\$513.35	\$13.51	N/A	N/A	N/A	N/A	N/A
Telecommunications trainee	\$402.55	\$10.59	\$15.89	\$15.89	\$26.48	\$21.18	\$15.89
Telecommunications technical employee	\$438.80	\$11.55	\$17.33	\$17.33	\$28.88	\$23.10	\$17.33
Telecommunications technician	\$465.90	\$12.26	\$18.39	\$18.39	\$30.65	\$24.52	\$18.39
Advanced telecommunications technician	\$478.80	\$12.60	\$18.90	\$18.90	\$31.50	\$25.20	\$18.90
Principal telecommunications technician	\$513.35	\$13.51	\$20.27	\$20.27	\$33.78	\$27.02	\$20.27
Telecommunications associate	\$554.75	\$14.60	N/A	N/A	N/A	N/A	N/A

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	\$12.18	\$12.18	\$13.77	\$15.89	\$21.18	\$15.89	\$21.18
Customer contact officer level 1	\$12.60	\$12.60	\$14.25	\$16.44	\$21.92	\$16.44	\$21.92
Customer contact officer level 2	\$13.28	\$13.28	\$15.02	\$17.33	\$23.10	\$17.33	\$23.10
Principal customer contact specialist	\$14.00	\$14.00	\$15.82	\$18.26	\$24.34	\$18.26	\$24.34
Customer contact team leader	\$14.49	\$14.49	\$16.38	\$18.90	\$25.20	\$18.90	\$25.20
Principal customer contact leader	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Clerical and administration level 1	\$12.18	\$12.18	\$13.77	\$15.89	\$21.18	\$15.89	\$21.18

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
Clerical and administration level 2	\$12.60	\$12.60	\$14.25	\$16.44	\$21.92	\$16.44	\$21.92
Clerical and administration level 3	\$13.28	\$13.28	\$15.02	\$17.33	\$23.10	\$17.33	\$23.10
Clerical and administration level 4	\$14.49	\$14.49	\$16.38	\$18.90	\$25.20	\$18.90	\$25.20
Clerical and administration level 5	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Telecommunications trainee	\$12.18	\$12.18	\$13.77	\$15.89	\$21.18	\$15.89	\$21.18
Telecommunications technical employee	\$13.28	\$13.28	\$15.02	\$17.33	\$23.10	\$17.33	\$23.10
Telecommunications technician	\$14.10	\$14.10	\$15.94	\$18.39	\$24.52	\$18.39	\$24.52
Advanced telecommunications technician	\$14.49	\$14.49	\$16.38	\$18.90	\$25.20	\$18.90	\$25.20
Principal telecommunications technician	\$15.54	\$15.54	\$17.56	\$20.27	\$27.02	\$20.27	\$27.02
Telecommunications associate	N/A	N/A	N/A	N/A	N/A	N/A	N/A

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	\$483.06	\$12.71	\$19.07	\$19.07	\$31.78	\$25.42	\$19.07
Customer contact officer level 1	\$499.68	\$13.15	\$19.73	\$19.73	\$32.88	\$26.30	\$19.73
Customer contact officer level 2	\$526.56	\$13.86	\$20.79	\$20.79	\$34.65	\$27.72	\$20.79
Principal customer contact specialist	\$554.82	\$14.60	\$21.90	\$21.90	\$36.50	\$29.20	\$21.90
Customer contact team leader	\$574.56	\$15.12	\$22.68	\$22.68	\$37.80	\$30.24	\$22.68
Principal customer contact leader	\$616.02	\$16.21	N/A	N/A	N/A	N/A	N/A
Clerical and administration level 1	\$483.06	\$12.71	\$19.07	\$19.07	\$31.78	\$25.42	\$19.07
Clerical and administration level 2	\$499.68	\$13.15	\$19.73	\$19.73	\$32.88	\$26.30	\$19.73
Clerical and administration level 3	\$526.56	\$13.86	\$20.79	\$20.79	\$34.65	\$27.72	\$20.79
Clerical and administration level 4	\$574.56	\$15.12	\$22.68	\$22.68	\$37.80	\$30.24	\$22.68
Clerical and administration level 5	\$616.02	\$16.21	N/A	N/A	N/A	N/A	N/A
Telecommunications trainee	\$483.06	\$12.71	\$19.07	\$19.07	\$31.78	\$25.42	\$19.07
Telecommunications technical employee	\$526.56	\$13.86	\$20.79	\$20.79	\$34.65	\$27.72	\$20.79
Telecommunications technician	\$559.08	\$14.71	\$22.07	\$22.07	\$36.78	\$29.42	\$22.07

Classification	Weekly pay rate	Hourly pay rate	Saturday - before 7am or after 1pm	Sunday	Public Holiday - day work	Public Holiday - shiftwork	Delayed meal break
Advanced telecommunications technician	\$574.56	\$15.12	\$22.68	\$22.68	\$37.80	\$30.24	\$22.68
Principal telecommunications technician	\$616.02	\$16.21	\$24.32	\$24.32	\$40.53	\$32.42	\$24.32
Telecommunications associate	\$665.70	\$17.52	N/A	N/A	N/A	N/A	N/A

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	\$14.62	\$14.62	\$16.52	\$19.07	\$25.42	\$19.07	\$25.42
Customer contact officer level 1	\$15.12	\$15.12	\$17.10	\$19.73	\$26.30	\$19.73	\$26.30
Customer contact officer level 2	\$15.94	\$15.94	\$18.02	\$20.79	\$27.72	\$20.79	\$27.72
Principal customer contact specialist	\$16.79	\$16.79	\$18.98	\$21.90	\$29.20	\$21.90	\$29.20
Customer contact team leader	\$17.39	\$17.39	\$19.66	\$22.68	\$30.24	\$22.68	\$30.24
Principal customer contact leader	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Clerical and administration level 1	\$14.62	\$14.62	\$16.52	\$19.07	\$25.42	\$19.07	\$25.42
Clerical and administration level 2	\$15.12	\$15.12	\$17.10	\$19.73	\$26.30	\$19.73	\$26.30
Clerical and administration level 3	\$15.94	\$15.94	\$18.02	\$20.79	\$27.72	\$20.79	\$27.72
Clerical and administration level 4	\$17.39	\$17.39	\$19.66	\$22.68	\$30.24	\$22.68	\$30.24
Clerical and administration level 5	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Telecommunications trainee	\$14.62	\$14.62	\$16.52	\$19.07	\$25.42	\$19.07	\$25.42
Telecommunications technical employee	\$15.94	\$15.94	\$18.02	\$20.79	\$27.72	\$20.79	\$27.72
Telecommunications technician	\$16.92	\$16.92	\$19.12	\$22.07	\$29.42	\$22.07	\$29.42
Advanced telecommunications technician	\$17.39	\$17.39	\$19.66	\$22.68	\$30.24	\$22.68	\$30.24
Principal telecommunications technician	\$18.64	\$18.64	\$21.07	\$24.32	\$32.42	\$24.32	\$32.42
Telecommunications associate	N/A	N/A	N/A	N/A	N/A	N/A	N/A

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	\$563.57	\$14.83	\$22.25	\$22.25	\$37.08	\$29.66	\$22.25
Customer contact officer level 1	\$582.96	\$15.34	\$23.01	\$23.01	\$38.35	\$30.68	\$23.01
Customer contact officer level 2	\$614.32	\$16.17	\$24.26	\$24.26	\$40.43	\$32.34	\$24.26
Principal customer contact specialist	\$647.29	\$17.03	\$25.55	\$25.55	\$42.58	\$34.06	\$25.55
Customer contact team leader	\$670.32	\$17.64	\$26.46	\$26.46	\$44.10	\$35.28	\$26.46
Principal customer contact leader	\$718.69	\$18.91	N/A	N/A	N/A	N/A	N/A
Clerical and administration level 1	\$563.57	\$14.83	\$22.25	\$22.25	\$37.08	\$29.66	\$22.25
Clerical and administration level 2	\$582.96	\$15.34	\$23.01	\$23.01	\$38.35	\$30.68	\$23.01
Clerical and administration level 3	\$614.32	\$16.17	\$24.26	\$24.26	\$40.43	\$32.34	\$24.26
Clerical and administration level 4	\$670.32	\$17.64	\$26.46	\$26.46	\$44.10	\$35.28	\$26.46
Clerical and administration level 5	\$718.69	\$18.91	N/A	N/A	N/A	N/A	N/A
Telecommunications trainee	\$563.57	\$14.83	\$22.25	\$22.25	\$37.08	\$29.66	\$22.25
Telecommunications technical employee	\$614.32	\$16.17	\$24.26	\$24.26	\$40.43	\$32.34	\$24.26
Telecommunications technician	\$652.26	\$17.16	\$25.74	\$25.74	\$42.90	\$34.32	\$25.74
Advanced telecommunications technician	\$670.32	\$17.64	\$26.46	\$26.46	\$44.10	\$35.28	\$26.46
Principal telecommunications technician	\$718.69	\$18.91	\$28.37	\$28.37	\$47.28	\$37.82	\$28.37
Telecommunications associate	\$776.65	\$20.44	N/A	N/A	N/A	N/A	N/A

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	\$17.05	\$17.05	\$19.28	\$22.25	\$29.66	\$22.25	\$29.66
Customer contact officer level 1	\$17.64	\$17.64	\$19.94	\$23.01	\$30.68	\$23.01	\$30.68
Customer contact officer level 2	\$18.60	\$18.60	\$21.02	\$24.26	\$32.34	\$24.26	\$32.34
Principal customer contact specialist	\$19.58	\$19.58	\$22.14	\$25.55	\$34.06	\$25.55	\$34.06
Customer contact team leader	\$20.29	\$20.29	\$22.93	\$26.46	\$35.28	\$26.46	\$35.28

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
Principal customer contact leader	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Clerical and administration level 1	\$17.05	\$17.05	\$19.28	\$22.25	\$29.66	\$22.25	\$29.66
Clerical and administration level 2	\$17.64	\$17.64	\$19.94	\$23.01	\$30.68	\$23.01	\$30.68
Clerical and administration level 3	\$18.60	\$18.60	\$21.02	\$24.26	\$32.34	\$24.26	\$32.34
Clerical and administration level 4	\$20.29	\$20.29	\$22.93	\$26.46	\$35.28	\$26.46	\$35.28
Clerical and administration level 5	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Telecommunications trainee	\$17.05	\$17.05	\$19.28	\$22.25	\$29.66	\$22.25	\$29.66
Telecommunications technical employee	\$18.60	\$18.60	\$21.02	\$24.26	\$32.34	\$24.26	\$32.34
Telecommunications technician	\$19.73	\$19.73	\$22.31	\$25.74	\$34.32	\$25.74	\$34.32
Advanced telecommunications technician	\$20.29	\$20.29	\$22.93	\$26.46	\$35.28	\$26.46	\$35.28
Principal telecommunications technician	\$21.75	\$21.75	\$24.58	\$28.37	\$37.82	\$28.37	\$37.82
Telecommunications associate	N/A	N/A	N/A	N/A	N/A	N/A	N/A

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	\$805.10	\$21.19	\$31.79	\$31.79	\$52.98	\$42.38	\$31.79
Customer contact officer level 1	\$832.80	\$21.92	\$32.88	\$32.88	\$54.80	\$43.84	\$32.88
Customer contact officer level 2	\$877.60	\$23.09	\$34.64	\$34.64	\$57.73	\$46.18	\$34.64
Principal customer contact specialist	\$924.70	\$24.33	\$36.50	\$36.50	\$60.83	\$48.66	\$36.50
Customer contact team leader	\$957.60	\$25.20	\$37.80	\$37.80	\$63.00	\$50.40	\$37.80
Principal customer contact leader	\$1,026.70	\$27.02	N/A	N/A	N/A	N/A	N/A
Clerical and administration level 1	\$805.10	\$21.19	\$31.79	\$31.79	\$52.98	\$42.38	\$31.79
Clerical and administration level 2	\$832.80	\$21.92	\$32.88	\$32.88	\$54.80	\$43.84	\$32.88
Clerical and administration level 3	\$877.60	\$23.09	\$34.64	\$34.64	\$57.73	\$46.18	\$34.64
Clerical and administration level 4	\$957.60	\$25.20	\$37.80	\$37.80	\$63.00	\$50.40	\$37.80
Clerical and administration level 5	\$1,026.70	\$27.02	N/A	N/A	N/A	N/A	N/A

Classification	Weekly pay rate	Hourly pay rate	Saturday - before 7am or after 1pm	Sunday	Public Holiday - day work	Public Holiday - shiftwork	Delayed meal break
Telecommunications trainee	\$805.10	\$21.19	\$31.79	\$31.79	\$52.98	\$42.38	\$31.79
Telecommunications technical employee	\$877.60	\$23.09	\$34.64	\$34.64	\$57.73	\$46.18	\$34.64
Telecommunications technician	\$931.80	\$24.52	\$36.78	\$36.78	\$61.30	\$49.04	\$36.78
Advanced telecommunications technician	\$957.60	\$25.20	\$37.80	\$37.80	\$63.00	\$50.40	\$37.80
Principal telecommunications technician	\$1,026.70	\$27.02	\$40.53	\$40.53	\$67.55	\$54.04	\$40.53
Telecommunications associate	\$1,109.50	\$29.20	N/A	N/A	N/A	N/A	N/A

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	\$24.37	\$24.37	\$27.55	\$31.79	\$42.38	\$31.79	\$42.38
Customer contact officer level 1	\$25.21	\$25.21	\$28.50	\$32.88	\$43.84	\$32.88	\$43.84
Customer contact officer level 2	\$26.55	\$26.55	\$30.02	\$34.64	\$46.18	\$34.64	\$46.18
Principal customer contact specialist	\$27.98	\$27.98	\$31.63	\$36.50	\$48.66	\$36.50	\$48.66
Customer contact team leader	\$28.98	\$28.98	\$32.76	\$37.80	\$50.40	\$37.80	\$50.40
Principal customer contact leader	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Clerical and administration level 1	\$24.37	\$24.37	\$27.55	\$31.79	\$42.38	\$31.79	\$42.38
Clerical and administration level 2	\$25.21	\$25.21	\$28.50	\$32.88	\$43.84	\$32.88	\$43.84
Clerical and administration level 3	\$26.55	\$26.55	\$30.02	\$34.64	\$46.18	\$34.64	\$46.18
Clerical and administration level 4	\$28.98	\$28.98	\$32.76	\$37.80	\$50.40	\$37.80	\$50.40
Clerical and administration level 5	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Telecommunications trainee	\$24.37	\$24.37	\$27.55	\$31.79	\$42.38	\$31.79	\$42.38
Telecommunications technical employee	\$26.55	\$26.55	\$30.02	\$34.64	\$46.18	\$34.64	\$46.18
Telecommunications technician	\$28.20	\$28.20	\$31.88	\$36.78	\$49.04	\$36.78	\$49.04
Advanced telecommunications technician	\$28.98	\$28.98	\$32.76	\$37.80	\$50.40	\$37.80	\$50.40
Principal telecommunications technician	\$31.07	\$31.07	\$35.13	\$40.53	\$54.04	\$40.53	\$54.04
Telecommunications associate	N/A	N/A	N/A	N/A	N/A	N/A	N/A

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	\$13.24	\$18.53	\$18.53	\$29.12	\$23.83	\$18.53
Customer contact officer level 1	\$13.70	\$19.18	\$19.18	\$30.14	\$24.66	\$19.18
Customer contact officer level 2	\$14.44	\$20.21	\$20.21	\$31.76	\$25.99	\$20.21
Principal customer contact specialist	\$15.21	\$21.30	\$21.30	\$33.47	\$27.38	\$21.30
Customer contact team leader	\$15.75	\$22.05	\$22.05	\$34.65	\$28.35	\$22.05
Principal customer contact leader	\$16.89	N/A	N/A	N/A	N/A	N/A
Clerical and administration level 1	\$13.24	\$18.53	\$18.53	\$29.12	\$23.83	\$18.53
Clerical and administration level 2	\$13.70	\$19.18	\$19.18	\$30.14	\$24.66	\$19.18
Clerical and administration level 3	\$14.44	\$20.21	\$20.21	\$31.76	\$25.99	\$20.21
Clerical and administration level 4	\$15.75	\$22.05	\$22.05	\$34.65	\$28.35	\$22.05
Clerical and administration level 5	\$16.89	N/A	N/A	N/A	N/A	N/A
Telecommunications trainee	\$13.24	\$18.53	\$18.53	\$29.12	\$23.83	\$18.53
Telecommunications technical employee	\$14.44	\$20.21	\$20.21	\$31.76	\$25.99	\$20.21
Telecommunications technician	\$15.33	\$21.46	\$21.46	\$33.72	\$27.59	\$21.46
Advanced telecommunications technician	\$15.75	\$22.05	\$22.05	\$34.65	\$28.35	\$22.05
Principal telecommunications technician	\$16.89	\$23.64	\$23.64	\$37.15	\$30.40	\$23.64
Telecommunications associate	\$18.25	N/A	N/A	N/A	N/A	N/A

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	\$14.83	\$14.83	\$16.41	\$19.86	\$26.48
Customer contact officer level 1	\$15.34	\$15.34	\$16.99	\$20.55	\$27.40
Customer contact officer level 2	\$16.17	\$16.17	\$17.90	\$21.66	\$28.88
Principal customer contact specialist	\$17.04	\$17.04	\$18.86	\$22.82	\$30.43
Customer contact team leader	\$17.64	\$17.64	\$19.53	\$23.63	\$31.50
Principal customer contact leader	N/A	N/A	N/A	N/A	N/A
Clerical and administration level 1	\$14.83	\$14.83	\$16.41	\$19.86	\$26.48
Clerical and administration level 2	\$15.34	\$15.34	\$16.99	\$20.55	\$27.40

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
Clerical and administration level 3	\$16.17	\$16.17	\$17.90	\$21.66	\$28.88
Clerical and administration level 4	\$17.64	\$17.64	\$19.53	\$23.63	\$31.50
Clerical and administration level 5	N/A	N/A	N/A	N/A	N/A
Telecommunications trainee	\$14.83	\$14.83	\$16.41	\$19.86	\$26.48
Telecommunications technical employee	\$16.17	\$16.17	\$17.90	\$21.66	\$28.88
Telecommunications technician	\$17.16	\$17.16	\$19.00	\$22.99	\$30.65
Advanced telecommunications technician	\$17.64	\$17.64	\$19.53	\$23.63	\$31.50
Principal telecommunications technician	\$18.91	\$18.91	\$20.94	\$25.33	\$33.78
Telecommunications associate	N/A	N/A	N/A	N/A	N/A

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	\$15.89	\$22.24	\$22.24	\$34.95	\$28.60	\$22.24
Customer contact officer level 1	\$16.44	\$23.01	\$23.01	\$36.16	\$29.59	\$23.01
Customer contact officer level 2	\$17.33	\$24.26	\$24.26	\$38.12	\$31.19	\$24.26
Principal customer contact specialist	\$18.25	\$25.55	\$25.55	\$40.15	\$32.85	\$25.55
Customer contact team leader	\$18.90	\$26.46	\$26.46	\$41.58	\$34.02	\$26.46
Principal customer contact leader	\$20.26	N/A	N/A	N/A	N/A	N/A
Clerical and administration level 1	\$15.89	\$22.24	\$22.24	\$34.95	\$28.60	\$22.24
Clerical and administration level 2	\$16.44	\$23.01	\$23.01	\$36.16	\$29.59	\$23.01
Clerical and administration level 3	\$17.33	\$24.26	\$24.26	\$38.12	\$31.19	\$24.26
Clerical and administration level 4	\$18.90	\$26.46	\$26.46	\$41.58	\$34.02	\$26.46
Clerical and administration level 5	\$20.26	N/A	N/A	N/A	N/A	N/A
Telecommunications trainee	\$15.89	\$22.24	\$22.24	\$34.95	\$28.60	\$22.24
Telecommunications technical employee	\$17.33	\$24.26	\$24.26	\$38.12	\$31.19	\$24.26
Telecommunications technician	\$18.39	\$25.74	\$25.74	\$40.45	\$33.10	\$25.74
Advanced telecommunications technician	\$18.90	\$26.46	\$26.46	\$41.58	\$34.02	\$26.46
Principal telecommunications technician	\$20.26	\$28.37	\$28.37	\$44.58	\$36.47	\$28.37
Telecommunications associate	\$21.90	N/A	N/A	N/A	N/A	N/A

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	\$17.79	\$17.79	\$19.70	\$23.83	\$31.78
Customer contact officer level 1	\$18.41	\$18.41	\$20.38	\$24.66	\$32.88
Customer contact officer level 2	\$19.40	\$19.40	\$21.48	\$25.99	\$34.65
Principal customer contact specialist	\$20.44	\$20.44	\$22.63	\$27.38	\$36.50
Customer contact team leader	\$21.17	\$21.17	\$23.44	\$28.35	\$37.80
Principal customer contact leader	N/A	N/A	N/A	N/A	N/A
Clerical and administration level 1	\$17.79	\$17.79	\$19.70	\$23.83	\$31.78
Clerical and administration level 2	\$18.41	\$18.41	\$20.38	\$24.66	\$32.88
Clerical and administration level 3	\$19.40	\$19.40	\$21.48	\$25.99	\$34.65
Clerical and administration level 4	\$21.17	\$21.17	\$23.44	\$28.35	\$37.80
Clerical and administration level 5	N/A	N/A	N/A	N/A	N/A
Telecommunications trainee	\$17.79	\$17.79	\$19.70	\$23.83	\$31.78
Telecommunications technical employee	\$19.40	\$19.40	\$21.48	\$25.99	\$34.65
Telecommunications technician	\$20.59	\$20.59	\$22.80	\$27.58	\$36.78
Advanced telecommunications technician	\$21.17	\$21.17	\$23.44	\$28.35	\$37.80
Principal telecommunications technician	\$22.69	\$22.69	\$25.13	\$30.39	\$40.53
Telecommunications associate	N/A	N/A	N/A	N/A	N/A

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	\$18.54	\$25.95	\$25.95	\$40.78	\$33.37	\$25.95
Customer contact officer level 1	\$19.18	\$26.85	\$26.85	\$42.19	\$34.52	\$26.85
Customer contact officer level 2	\$20.21	\$28.30	\$28.30	\$44.47	\$36.38	\$28.30
Principal customer contact specialist	\$21.29	\$29.80	\$29.80	\$46.83	\$38.32	\$29.80
Customer contact team leader	\$22.05	\$30.87	\$30.87	\$48.51	\$39.69	\$30.87
Principal customer contact leader	\$23.64	N/A	N/A	N/A	N/A	N/A
Clerical and administration level 1	\$18.54	\$25.95	\$25.95	\$40.78	\$33.37	\$25.95
Clerical and administration level 2	\$19.18	\$26.85	\$26.85	\$42.19	\$34.52	\$26.85

Classification	Hourly pay rate	Saturday - before 7am or after 1pm	Sunday	Public Holiday - day work	Public Holiday - shiftwork	Delayed meal break
Clerical and administration level 3	\$20.21	\$28.30	\$28.30	\$44.47	\$36.38	\$28.30
Clerical and administration level 4	\$22.05	\$30.87	\$30.87	\$48.51	\$39.69	\$30.87
Clerical and administration level 5	\$23.64	N/A	N/A	N/A	N/A	N/A
Telecommunications trainee	\$18.54	\$25.95	\$25.95	\$40.78	\$33.37	\$25.95
Telecommunications technical employee	\$20.21	\$28.30	\$28.30	\$44.47	\$36.38	\$28.30
Telecommunications technician	\$21.45	\$30.03	\$30.03	\$47.19	\$38.61	\$30.03
Advanced telecommunications technician	\$22.05	\$30.87	\$30.87	\$48.51	\$39.69	\$30.87
Principal telecommunications technician	\$23.64	\$33.09	\$33.09	\$52.00	\$42.55	\$33.09
Telecommunications associate	\$25.55	N/A	N/A	N/A	N/A	N/A

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	\$20.76	\$20.76	\$22.99	\$27.81	\$37.08
Customer contact officer level 1	\$21.48	\$21.48	\$23.78	\$28.76	\$38.35
Customer contact officer level 2	\$22.64	\$22.64	\$25.06	\$30.32	\$40.43
Principal customer contact specialist	\$23.84	\$23.84	\$26.40	\$31.93	\$42.58
Customer contact team leader	\$24.70	\$24.70	\$27.34	\$33.08	\$44.10
Principal customer contact leader	N/A	N/A	N/A	N/A	N/A
Clerical and administration level 1	\$20.76	\$20.76	\$22.99	\$27.81	\$37.08
Clerical and administration level 2	\$21.48	\$21.48	\$23.78	\$28.76	\$38.35
Clerical and administration level 3	\$22.64	\$22.64	\$25.06	\$30.32	\$40.43
Clerical and administration level 4	\$24.70	\$24.70	\$27.34	\$33.08	\$44.10
Clerical and administration level 5	N/A	N/A	N/A	N/A	N/A
Telecommunications trainee	\$20.76	\$20.76	\$22.99	\$27.81	\$37.08
Telecommunications technical employee	\$22.64	\$22.64	\$25.06	\$30.32	\$40.43
Telecommunications technician	\$24.02	\$24.02	\$26.60	\$32.18	\$42.90
Advanced telecommunications technician	\$24.70	\$24.70	\$27.34	\$33.08	\$44.10
Principal telecommunications technician	\$26.47	\$26.47	\$29.31	\$35.46	\$47.28
Telecommunications associate	N/A	N/A	N/A	N/A	N/A

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	\$26.49	\$37.08	\$37.08	\$58.27	\$47.68	\$37.08
Customer contact officer level 1	\$27.40	\$38.36	\$38.36	\$60.28	\$49.32	\$38.36
Customer contact officer level 2	\$28.86	\$40.41	\$40.41	\$63.50	\$51.95	\$40.41
Principal customer contact specialist	\$30.41	\$42.58	\$42.58	\$66.91	\$54.74	\$42.58
Customer contact team leader	\$31.50	\$44.10	\$44.10	\$69.30	\$56.70	\$44.10
Principal customer contact leader	\$33.78	N/A	N/A	N/A	N/A	N/A
Clerical and administration level 1	\$26.49	\$37.08	\$37.08	\$58.27	\$47.68	\$37.08
Clerical and administration level 2	\$27.40	\$38.36	\$38.36	\$60.28	\$49.32	\$38.36
Clerical and administration level 3	\$28.86	\$40.41	\$40.41	\$63.50	\$51.95	\$40.41
Clerical and administration level 4	\$31.50	\$44.10	\$44.10	\$69.30	\$56.70	\$44.10
Clerical and administration level 5	\$33.78	N/A	N/A	N/A	N/A	N/A
Telecommunications trainee	\$26.49	\$37.08	\$37.08	\$58.27	\$47.68	\$37.08
Telecommunications technical employee	\$28.86	\$40.41	\$40.41	\$63.50	\$51.95	\$40.41
Telecommunications technician	\$30.65	\$42.91	\$42.91	\$67.43	\$55.17	\$42.91
Advanced telecommunications technician	\$31.50	\$44.10	\$44.10	\$69.30	\$56.70	\$44.10
Principal telecommunications technician	\$33.78	\$47.29	\$47.29	\$74.31	\$60.80	\$47.29
Telecommunications associate	\$36.50	N/A	N/A	N/A	N/A	N/A

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	\$29.67	\$29.67	\$32.84	\$39.73	\$52.98
Customer contact officer level 1	\$30.69	\$30.69	\$33.98	\$41.10	\$54.80
Customer contact officer level 2	\$32.33	\$32.33	\$35.79	\$43.29	\$57.73
Principal customer contact specialist	\$34.06	\$34.06	\$37.71	\$45.62	\$60.83
Customer contact team leader	\$35.28	\$35.28	\$39.06	\$47.25	\$63.00
Principal customer contact leader	N/A	N/A	N/A	N/A	N/A
Clerical and administration level 1	\$29.67	\$29.67	\$32.84	\$39.73	\$52.98
Clerical and administration level 2	\$30.69	\$30.69	\$33.98	\$41.10	\$54.80

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
Clerical and administration level 3	\$32.33	\$32.33	\$35.79	\$43.29	\$57.73
Clerical and administration level 4	\$35.28	\$35.28	\$39.06	\$47.25	\$63.00
Clerical and administration level 5	N/A	N/A	N/A	N/A	N/A
Telecommunications trainee	\$29.67	\$29.67	\$32.84	\$39.73	\$52.98
Telecommunications technical employee	\$32.33	\$32.33	\$35.79	\$43.29	\$57.73
Telecommunications technician	\$34.33	\$34.33	\$38.01	\$45.98	\$61.30
Advanced telecommunications technician	\$35.28	\$35.28	\$39.06	\$47.25	\$63.00
Principal telecommunications technician	\$37.83	\$37.83	\$41.88	\$50.66	\$67.55
Telecommunications associate	N/A	N/A	N/A	N/A	N/A

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	\$391.36	\$10.30	\$15.45	\$15.45	\$25.75	\$20.60	\$15.45
Apprentice 2nd year	\$512.49	\$13.49	\$20.24	\$20.24	\$33.73	\$26.98	\$20.24
Apprentice 3rd year	\$698.85	\$18.39	\$27.59	\$27.59	\$45.98	\$36.78	\$27.59
Apprentice 4th year	\$819.98	\$21.58	\$32.37	\$32.37	\$53.95	\$43.16	\$32.37

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	\$11.85	\$11.85	\$13.39	\$15.45	\$20.60	\$15.45	\$20.60
Apprentice 2nd year	\$15.51	\$15.51	\$17.54	\$20.24	\$26.98	\$20.24	\$26.98
Apprentice 3rd year	\$21.15	\$21.15	\$23.91	\$27.59	\$36.78	\$27.59	\$36.78
Apprentice 4th year	\$24.82	\$24.82	\$28.05	\$32.37	\$43.16	\$32.37	\$43.16

Apprentice - Started after 1 Jan 2014 - Did not complete year 12

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	\$465.90	\$12.26	\$18.39	\$18.39	\$30.65	\$24.52	\$18.39
Apprentice 2nd year	\$559.08	\$14.71	\$22.07	\$22.07	\$36.78	\$29.42	\$22.07
Apprentice 3rd year	\$698.85	\$18.39	\$27.59	\$27.59	\$45.98	\$36.78	\$27.59
Apprentice 4th year	\$819.98	\$21.58	\$32.37	\$32.37	\$53.95	\$43.16	\$32.37

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	\$14.10	\$14.10	\$15.94	\$18.39	\$24.52	\$18.39	\$24.52
Apprentice 2nd year	\$16.92	\$16.92	\$19.12	\$22.07	\$29.42	\$22.07	\$29.42
Apprentice 3rd year	\$21.15	\$21.15	\$23.91	\$27.59	\$36.78	\$27.59	\$36.78
Apprentice 4th year	\$24.82	\$24.82	\$28.05	\$32.37	\$43.16	\$32.37	\$43.16

Apprentice - Started after 1 Jan 2014 - Completed year 12

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	\$512.49	\$13.49	\$20.24	\$20.24	\$33.73	\$26.98	\$20.24
Apprentice 2nd year	\$605.67	\$15.94	\$23.91	\$23.91	\$39.85	\$31.88	\$23.91
Apprentice 3rd year	\$698.85	\$18.39	\$27.59	\$27.59	\$45.98	\$36.78	\$27.59
Apprentice 4th year	\$819.98	\$21.58	\$32.37	\$32.37	\$53.95	\$43.16	\$32.37

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	\$15.51	\$15.51	\$17.54	\$20.24	\$26.98	\$20.24	\$26.98
Apprentice 2nd year	\$18.33	\$18.33	\$20.72	\$23.91	\$31.88	\$23.91	\$31.88
Apprentice 3rd year	\$21.15	\$21.15	\$23.91	\$27.59	\$36.78	\$27.59	\$36.78
Apprentice 4th year	\$24.82	\$24.82	\$28.05	\$32.37	\$43.16	\$32.37	\$43.16

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	\$391.36	\$10.30	\$15.45	\$15.45	\$25.75	\$20.60	\$15.45
Apprentice 2nd year	\$512.49	\$13.49	\$20.24	\$20.24	\$33.73	\$26.98	\$20.24
Apprentice 3rd year	\$698.85	\$18.39	\$27.59	\$27.59	\$45.98	\$36.78	\$27.59
Apprentice 4th year	\$819.98	\$21.58	\$32.37	\$32.37	\$53.95	\$43.16	\$32.37

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	\$11.85	\$11.85	\$13.39	\$15.45	\$20.60	\$15.45	\$20.60
Apprentice 2nd year	\$15.51	\$15.51	\$17.54	\$20.24	\$26.98	\$20.24	\$26.98
Apprentice 3rd year	\$21.15	\$21.15	\$23.91	\$27.59	\$36.78	\$27.59	\$36.78
Apprentice 4th year	\$24.82	\$24.82	\$28.05	\$32.37	\$43.16	\$32.37	\$43.16

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	\$745.44	\$19.62	\$29.43	\$29.43	\$49.05	\$39.24	\$29.43
Apprentice 2nd year	\$805.10	\$21.19	\$31.79	\$31.79	\$52.98	\$42.38	\$31.79
Apprentice 3rd year	\$805.10	\$21.19	\$31.79	\$31.79	\$52.98	\$42.38	\$31.79
Apprentice 4th year	\$819.98	\$21.58	\$32.37	\$32.37	\$53.95	\$43.16	\$32.37

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	\$22.56	\$22.56	\$25.51	\$29.43	\$39.24	\$29.43	\$39.24
Apprentice 2nd year	\$24.37	\$24.37	\$27.55	\$31.79	\$42.38	\$31.79	\$42.38
Apprentice 3rd year	\$24.37	\$24.37	\$27.55	\$31.79	\$42.38	\$31.79	\$42.38
Apprentice 4th year	\$24.82	\$24.82	\$28.05	\$32.37	\$43.16	\$32.37	\$43.16

Allowances

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

The allowances provided in the table below do not apply to the following classifications: Principal Customer Contact Leader, Telecommunications Associate or Clerical and Administration Level 5.

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	\$0.46 per hour, up to a maximum of \$17.55 per week
Meal allowance	\$14.76 for the first meal and \$14.76 for an extra meal after every 4 hours
Meal allowance while travelling	\$14.38 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	\$1.01 per hour
* Team leader/leading hand allowance - technical stream - in charge of 11 to 20 employees	\$1.51 per hour
* Team leader/leading hand allowance - technical stream - in charge of more than 20 employees	\$1.94 per hour
Tool allowance - technicians - technical stream	\$0.43 per hour
Tool allowance - Apprentice (includes adult apprentices) - technical stream - Started before 1 Jan 2014	
1st year apprentice	\$0.18 per hour
2nd year apprentice	\$0.23 per hour
3rd year apprentice	\$0.32 per hour
4th year apprentice	\$0.38 per hour
Tool allowance - Apprentice - technical stream - Started after 1 Jan 2014	
1st year apprentice - did not complete year 12	\$0.21 per hour
1st year apprentice - completed year 12	\$0.23 per hour

Allowances	Rate
2nd year apprentice - did not complete year 12	\$0.26 per hour
2nd year apprentice - completed year 12	\$0.28 per hour
3rd year apprentice	\$0.32 per hour
4th year apprentice	\$0.38 per hour
Tool allowance – Adult apprentice - technical stream - Started after 1 Jan 2014	
1st year apprentice	\$0.34 per hour
2nd year apprentice	\$0.37 per hour
3rd year apprentice	\$0.37 per hour
4th year apprentice	\$0.38 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	\$0.78 per km

Disclaimer

The Fair Work Ombudsman is committed to providing advice that you can rely on.

The information contained in this guide is general in nature. If you are unsure about how it applies to your situation you can call us on 13 13 94 or speak with a union, industry association or workplace relations professional.