



# 4G MOBILE BROADBAND WIFI MODEM PLANS

## CRITICAL INFORMATION SUMMARY

### INFORMATION ABOUT THE SERVICE

#### SERVICE DESCRIPTION

4G Mobile Broadband is an internet service delivered over the Optus 4G network and the 3G/HSDPA network where 4G is not available, subject to 3G/HSDPA network availability. You can transfer your existing 4G Mobile Broadband service or activate a new service with Commander.

For Mobile network coverage information visit [www.commander.com/mobiles/mobile-coverage](http://www.commander.com/mobiles/mobile-coverage)

#### MINIMUM CONTRACT TERM

24 Months

#### HARDWARE

A mobile wireless-enabled device is required to use this service. 4G is only available on these plans if used with a 4G compatible device. A 4G compatible WiFi Modem is included with each plan for an additional monthly repayment (Device Monthly Repayment Option).

#### KEY DETAILS

A 4G Mobile Broadband WiFi Modem plan allows you to use the internet over a mobile broadband connection. Your Minimum Monthly Access Fee includes an amount of Data as specified in the table below. Both uploads and downloads are counted toward your Included Data. Your unused data allowance expires monthly. You pay an additional amount for data used over the Included Data value.

### INFORMATION ABOUT THE PRICING

CHARGE DESCRIPTION	4G MBB 1GB	4G MBB 4GB	4G MBB 7GB	4G MBB 10GB
Minimum Monthly Access Fee	\$20	\$30	\$45	\$60
Included Data Cost of 1MB of Data	1GB \$0.02/MB	4GB \$0.008/MB	7GB \$0.006/MB	10GB \$0.006/MB
WiFi Device E589	\$9	\$9	\$9	\$9
Setup Fee (one off)	\$29.95	\$29.95	\$29.95	\$29.95
Total Minimum Cost (24 Months plus Setup Fee & Device)	\$725.95	\$965.95	\$1,325.95	\$1,685.95

#### SET-UP FEE

\$29.95.

#### EXCESS DATA USAGE CHARGES

If you exceed your data allowance you will be charged at \$0.02c/MB.

#### PLAN CHANGE

If you change your plan, a \$20 admin fee applies to downgrade to lower value plans. Upgrades to higher value plans attract no fee.

#### EARLY TERMINATION CHARGE

If you cancel the service within the contact term, a Early Termination Fee (ETF) will apply. The ETF is calculated as 50% of the Monthly Access Fee multiplied by the number of months remaining on your contract term, plus any remaining payments from an applicable device Monthly Repayment Option (MRO).

Maximum ETF per service is \$456 on 1GB plan, \$576 on a 4GB plan, \$756 on a 7GB plan and \$936 on a 10GB plan.

[www.commander.com](http://www.commander.com)

# 132 777





## OTHER INFORMATION

### FULL TERMS

Information and pricing is correct at time of printing. All pricing is inclusive of GST.

This information is a summary only. Visit [www.commander.com/customer-terms](http://www.commander.com/customer-terms) for our Standard Form of Agreement, Fair Use and Acceptable Use policies, which set out terms and conditions on which we provide our products and services.

### USAGE INFORMATION

For information about your current usage levels please contact Customer Service by calling 132 777. International Roaming and SMS are not supported on this product.

### EMAIL BILLING

Commander is committed to reducing our environmental footprint and our standard method for bill delivery is email. Paper billing is available as an option for a monthly fee of \$2.95. To opt in to paper billing, please contact Customer Service on 132 777.

### PAYMENT METHOD

Payment by Direct Debit from a bank account is free of surcharges. Charges apply for other payment methods. For details see the Schedule of Fees & Charges on our website or contact Customer Service on 132 777.

### CONTACT US

We are dedicated to excellence in servicing our business customers. If you have any questions regarding your service, call our Customer Service team on 132 777 8am - 7pm AEST, Monday to Friday or visit [www.commander.com/contact-us](http://www.commander.com/contact-us).

If for some reason you are not satisfied with the service received, please inform us of your issue. If we are unable to resolve your issue to your satisfaction, please visit [www.commander.com/compliment-complaint](http://www.commander.com/compliment-complaint).

If you are still not satisfied with the steps taken by Commander to resolve your issue, you can seek assistance from the Telecommunications Industry Ombudsman (TIO). The TIO will only investigate complaints if you have already attempted to resolve your issue with Commander and is an option of last resort. You can contact the TIO by visiting [www.tio.com.au](http://www.tio.com.au) or by calling 1800 062 058.

THANK YOU FOR CHOOSING COMMANDER  
FOR YOUR BUSINESS COMMUNICATIONS.

[www.commander.com](http://www.commander.com)

132 777

take command  
**COMMANDER**