

# Business First Broadband

## CRITICAL INFORMATION SUMMARY INFORMATION ABOUT SERVICE

### SERVICE DESCRIPTION

The Business First Broadband plans are an Internet service offered over the copper network either using our own infrastructure or infrastructure supplied to us by our wholesale partners. You can transfer your existing broadband service or activate a new service with Commander on your existing PSTN service.

### MINIMUM CONTRACT TERM

24 Month

### BUNDLING ARRANGEMENTS

Bundling is optional. A discount will apply to this plan when bundled with an active office phone service on the same Commander account. An active office phone service can be a standard PSTN line or digital ISDN line. If you cancel or transfer away the active phone service, the monthly discount (\$20 on a 150GB plan and \$20.95 on the Unlimited) will no longer be available and your minimum monthly access fee will revert back to per month. Standalone prices are 150GB Plan is \$69.95 and Unlimited is \$79.95.

### KEY DETAILS

The product has no bundling requirements. The Business First Broadband plan includes 150GB for the Office and Unlimited data for the Unlimited plan. Included data on the Office plan is based on the greater of the uploaded or downloaded traffic. Your unused data allowance expires monthly. If you use all of your included data within a billing cycle, excess usage will apply until the next billing cycle commences. You will be supplied with the fastest speed available at your location - ADSL2+. This plan is subject to availability at your location.

### HARDWARE

You may use your own modem or a Business Gateway can be provided - see Pricing Table. A \$20 P&H fee applies for Business Gateway delivery. The Business Gateway is pre-configured, customer self-installed and supports mobile broadband backup for Internet telephony calls when an eligible Commander IP Voice service is bundled on the same account. Please note that support is only available for Commander approved modems. For a list of approved modems, call Customer Service on 132 777.

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## INFORMATION ABOUT PRICING

### MONTHLY ACCESS FEE

See Pricing Table for Monthly Access Fee. (Plan dependent)

monthly access fee, multiplied by months remaining on the agreement.

### TOTAL MINIMUM COST

See Pricing Table for Total Minimum Cost. (Plan dependent)

### COST OF 1GB OF DATA

**Office Plan:** \$0.46 /GB within the included value.

Excess data usage: \$10/GB.

**Unlimited Plan:** Not Applicable.

### EARLY TERMINATION CHARGE

If you cancel the service within the contact term, Early Termination Fees (ETF) will apply. ETF is calculated as 50% of the

## PRICING TABLE

Business Gateway Option	BYO	Upfront Payment	12 Monthly Payments	24 Monthly Payments
Business Gateway Charge	N/A	\$229.00	\$20.00	\$12.00
Plan Name	Business First Broadband Office			
Monthly Access Fee			\$69.00	
Included Data			150GB	
Minimum Total Cost	\$1,656.00	\$1,905.00	\$1,916.00	\$1,964.00
Business Gateway Option	BYO	Upfront Payment	12 Monthly Payments	24 Monthly Payments
Business Gateway Charge	N/A	\$129.00	\$20.00	\$12.00
Plan Name	Business First Broadband Unlimited			
Monthly Access Fee			\$79.00	
Included Data			Unlimited	
Minimum Total Cost	\$1,896.00	\$2,045.00	\$2,156.00	\$129.00

Above pricing table excludes any promotional discounts.

## OTHER INFORMATION

### FULL TERMS

Commander's Standard Form of Agreement & Acceptable Use Policy set out the terms & conditions on which we provide our products & services. See [commander.com.au/legal/customer-terms](http://commander.com.au/legal/customer-terms) for full terms.

### USAGE INFORMATION

For information about current usage levels log into 'My Account' at [takecommand.com.au](http://takecommand.com.au) or contact us.

### PAPER BILLING OPTION

Commander's standard method for bill delivery is email. Paper billing is available as an option for a monthly fee of \$2.95. To request paper billing, please contact us.

### PAYMENT METHOD

Payment by Direct Debit from a bank account does not incur fees. Charges apply for other payment methods. For details, see your invoice, our Schedule of Fees & Charges on our website, or contact us.

### CONTACT US

We are dedicated to excellence in servicing our customers and have lots of ways for you to keep in touch:

- Online at our website contact page or Live Chat;
- Email us at [customerservice@commander.com](mailto:customerservice@commander.com);
- Call us on 132 777, 8am - 7pm AEST, Monday to Friday.

If for some reason you are not satisfied with the service we provide, please let us know so we can try to fix it. If we are unable to resolve your issue to your satisfaction, please visit [commander.com.au/legal/compliments-complaints](http://commander.com.au/legal/compliments-complaints).

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.

Contact the TIO by visiting [tio.com.au](http://tio.com.au) or by calling 1800 062 058.

THANK YOU FOR CHOOSING COMMANDER FOR YOUR BUSINESS COMMUNICATIONS.