



# COMMANDER KEY PHONE

## EXECUTIVE

### CRITICAL INFORMATION SUMMARY

#### INFORMATION ABOUT THE SERVICE

##### SERVICE DESCRIPTION

Commander Key Phone plans provide your business with an Office Phone service delivered via your internet connection, sometimes referred to as internet or IP telephony.

##### HARDWARE

You will be supplied with a IP handset which remains property of Commander. If you cancel your service hardware must be returned within 30 days otherwise fees apply. If you wish to purchase the handset outright after 24 months a charge of \$50 will apply.

##### BUNDLING ARRANGEMENTS

By bundling your Commander Key Phone plan with Commander Electricity and paying both bills on-time you can receive 20% off the Commander Key Phone monthly access fee. Electricity offer available to certain areas and selected meter configurations in NSW, VIC and SA only. Telco discount only applies from the first bill after your premises has been connected with Commander Electricity which may be up to 90 days after the sale. Not available with any other offer. Discount is discontinued if electricity is cancelled or transferred from Commander.

##### MINIMUM CONTRACT TERM

36 months

##### STANDARD INSTALLATION REQUIREMENTS

An internet service with a minimum of 100/100 Kbps per concurrent call is required for a Commander Key Phone service. You can utilise an existing internet connection or request a new one from Commander. Applicable internet rates apply.

You are required to install the handset(s) supplied as a part of your Commander Key Phone service, including any associated cabling, configuration of your network and any routers and/or switches within your network to allow the Commander Key Phone service to work.

Valet Install is available at an additional charge, for more information please speak to your Commander representative or call Customer Service on 132 777.

##### KEY DETAILS

Your Commander Key Phone service allows you to make and receive phone calls. Your Monthly Access Fee includes an IP enabled handset rental, standard local and national calls and Commander to Commander calls on the same account. 13/1300, mobiles and other non standard calls, optional Value Added Services and any other equipment or services required to operate your service are charged in addition to your Monthly Access Fee.

A Commander Key Phone service may not be appropriate if you require an uninterrupted phone service with access to 000 emergency services. The service will not function in the event of a power failure. Priority Assistance is not available on this service.

#### INFORMATION ABOUT PRICING

HANDSETS & PLANS	EXECUTIVE
Minimum Contract Term	36 months
Monthly Access Fee Per Handset (Min. 4 Handsets* required)	\$55.00
Total Minimum Cost (Incl. 4 Handsets requirement)	\$7,629.80

Prices exclude your internet service charges and any other Smart Extras that are selected such as Smart Mobile Pack and any optional hardware purchased.

##### EARLY TERMINATION CHARGE

If you cancel the service within a 36 month contract term, Early Termination Fees (ETF) will apply per handset. ETF is calculated as \$500.00 per Executive plan, pro-rated over the remaining months of your contract. If the handset is not returned within 30 days of cancellation a handset non-return fee of \$400.00 will be charged.

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

132 777

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## CALL RATES

The table below shows standard call rates for the Commander Key Phone - Executive plan. Timed calls are billed in 1 second increments.

STANDARD CALL TYPE	CALL RATES
Local Calls	Unlimited*
National calls	Unlimited*
Calls to Mobiles	25c per min
Calls to 13/1300 numbers	44c per call
Commander to Commander calls on the same account.	FREE CALLS made from your Commander Key Phone service to any other office phone or mobile service on the same Commander account. 24 hours a day, 7 days a week. No connection fee applies.

*\*Executive plan not available for resale or high volume telemarketing purposes*

## 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 or logon to the Take Command Portal.

### 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.

### 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.

### 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.

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 calling 1800 062 058 or visiting [www.tio.com.au](http://www.tio.com.au).

**THANK YOU FOR CHOOSING COMMANDER  
FOR YOUR BUSINESS COMMUNICATIONS.**

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

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