

Complete Biz Bundle



CRITICAL INFORMATION SUMMARY INFORMATION ABOUT SERVICE

SERVICE DESCRIPTION

The Complete Biz Bundle combines a Commander Phone Essentials Desk Phone or Cordless Hosted Voice service with an Unlimited Internet service, offered over the copper network either using our own infrastructure or infrastructure supplied to us by our wholesale partners.

MINIMUM CONTRACT TERM

12 Month

BUNDLING ARRANGEMENTS

By bundling 2 services you receive, a discount off the total Stand-alone monthly access fees for the services bringing the total monthly access fee of \$99. Both services must be active for the discount to be applied. If you cancel or transfer away any active service, the monthly discount will no longer be available and your minimum monthly access fee will revert back to the monthly Stand-alone charge per service. Commander Phone Essential Desk Phone or Cordless \$39.00 and the Unlimited Internet plan \$79.00.

KEY DETAILS

Commander Phone plans provide your business with an Office Phone service delivered via your Internet connection, also known as VoIP or IP telephony, so you can make and receive phone calls. In the event of a power outage, your Complete Biz Bundle services will not work unless you maintain a back-up battery. Priority Assistance is not available on this service. Commander Standard Form of Agreement and Acceptable Use Policy applies to this plan, the terms of which can be found at commander.com.au/customer-terms. This plan is subject to availability at your location.

Your current plan could overlap with the rollout of the nbn in your area. NBN availability can be checked using our Rollout Map commander.com.au/support/internet-bundles/rollout-map. If so, you agree that Commander will transition your services when they become ready for service to the nbn network. Your service will be

migrated to nbn on the same terms and conditions as your then-current contract. Standard installations are completed without charge to you. Non-standard, additional or subsequent installations including but not limited to NBN Professional Install or Valet Offerings may require you to pay additional charges. Any cabling that is required in your premises beyond the Network Boundary Point is your responsibility. Once you have upgraded to the nbn network you will not be able to move back to a copper service.

STANDARD INSTALLATION REQUIREMENTS

You are required to install the handset(s) supplied with your Commander Phone service, including any associated cabling, network configuration and any routers and/or switches within your network to allow the Commander Phone service to work. Valet Install for your Commander Phone Service is available at an additional charge, for more information please speak to your Commander representative or call Customer Service on 132 777.

HARDWARE

You will be supplied with an IP handset at no cost whilst your service is with Commander. Supporting Internet connectivity hardware is required to use this service. You may use your own modem or a Business Gateway can be provided - see 'Information about Pricing'. The Business Gateway is pre-configured, customer self-installed and includes instant activation with 4G Backup. 4G Backup provides an alternative Internet connection for web browsing (max. speeds up to 12/1 Mbps) and Internet telephony calls when your fixed Internet service has failed or is waiting to be activated (not available in all areas).

For more information: commander.com.au/support/internet-bundles/business-continuity. Please note, support is only available for Commander approved modems. For a list of approved modems, call Customer Service on 132 777. A 240 volt power supply is required.

INFORMATION ABOUT PRICING

MONTHLY ACCESS FEE

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

TOTAL MINIMUM COST

See Pricing Table for Total Minimum Cost. (Plan dependent)
A Business Gateway can be purchased for \$129 upfront or on a Monthly Repayment Option (MRO). A \$30.00 P&H fee applies for handset and gateway delivery.

EARLY TERMINATION CHARGE

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

Commander Phone Essential Desk Phone or Cordless is \$12.50 multiplied by the number of months remaining on the agreement. A Handset non-return fee of \$200 may apply if handset is not purchased upfront or returned within 30 days. The Unlimited data plan is 50% of standalone MAF multiplied by the number of months remaining on the agreement.

COST OF 1GB OF DATA

Not applicable

PRICING TABLE

Business Gateway Option	BYO	Upfront Payment	12 Monthly Payments
Business Gateway Charge	N/A	\$349.00	\$20.00
Plan Name	Complete Biz Bundle ADSL		
Monthly Access Fee	\$99.00		
Minimum Total Cost	\$1,198.00	\$1,567.00	\$1,458.00
Above pricing table excludes any promotional discounts.			

Usage	Rates
Standard Local Calls	Unlimited
National Calls	Unlimited
Mobiles Calls (in Australia)	Unlimited
13/1300 Calls	44c per call
Included Data	Unlimited
FREE CALLS made from your Commander service to any other office or mobile service on the same account. 24 hours a day, 7 days a week.	

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 for full terms.

USAGE INFORMATION

For information about current usage levels log into 'My Account' at 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;
- 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.

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 or by calling 1800 062 058.

THANK YOU FOR CHOOSING COMMANDER FOR YOUR BUSINESS COMMUNICATIONS.