

# Total Office Bundle - NBN

## CRITICAL INFORMATION SUMMARY

### SERVICE AND PRICE INFORMATION

The Total Office Bundle combines a Commander Phone Essentials Desk Phone or Cordless Hosted Voice service with an Unlimited nbn™ Internet service. FTTP, FTTB, FTTN, FTTC (Fibre To The Premises, Building, Node or Curb respectively), HFC (Hybrid Fibre Coaxial) or FW (Fixed Wireless) are available in nbn enabled areas. NBN availability can be checked using our Rollout Map available at [commander.com.au/support/internet-bundles/rollout-map](http://commander.com.au/support/internet-bundles/rollout-map). 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 Total Office Bundle services will not work unless you maintain a back-up battery.

### PRICING

Product Name	Total Office Bundle	Total Office Bundle + Speed Upgrade (not available on Fixed Wireless)
Minimum Monthly Access Fee	\$115	\$140
Minimum Cost (1 Month term)	\$115	\$140
Minimum Cost (12 Month term)	\$1,380	\$1,680
Data Included	Unlimited	
NBN Speed Tier	NBN50	NBN100
Standard local calls	Unlimited	
National calls to standard fixed lines	Unlimited	
Calls to standard Australian mobiles	Unlimited	
13/1300 calls	44c per call	
Commander to Commander Calls	FREE CALLS made from your Business Line PSTN 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	
International calls	Please visit: <a href="https://www.commander.com.au/support/office-phones/international-calls">https://www.commander.com.au/support/office-phones/international-calls</a>	

For details of charges for usage types that are not listed, please contact Customer Service on 132 777.

### MINIMUM CONTRACT TERM

1 Month or 12 Months

### EARLY TERMINATION CHARGE

If you cancel the service within the 12 month contact term, Early Termination Fees (ETF) will apply. The maximum ETF for the Total Office Bundle a 12 month contract is \$690. The maximum ETF for the Total Office Bundle + Speed Upgrade on a 12 month contract is \$840.

## OTHER INFORMATION

### BUNDLING ARRANGEMENTS

By bundling 2 services you are charged a monthly bundled access fee of \$115 or (+ speed upgrade) \$140. If you cancel or transfer away the Commander Phone Essential plan, you will still be charged the bundled rate. If you cancel the Unlimited NBN plan or transfer it away, a non-bundled charge of \$39 per month will apply. If you remove the speed upgrade your price will revert to \$115 per month.

### HANDSET NON-RETURN CHARGE

A Handset non-return fee of \$200 will apply if your handset is not returned within 30 days of your service cancellation.

### PLAN CHANGES

You can move between the two plans if your speed requirements change at any time throughout your contract. There is no fee to change plans.

### USAGE INFORMATION

For information about current usage levels log into "My Account" at [www.takecommand.com.au/#/login/](http://www.takecommand.com.au/#/login/)

### PAYMENT OPTIONS

Payment by Direct Debit from a bank account does not incur additional fees or charges. Additional charges apply for other payment methods. For details, see your invoice, our Schedule of Fees & Charges on our website [commander.com.au/customer-terms](http://commander.com.au/customer-terms), or contact us on 132 777.

## HOW WE CALCULATE EARLY TERMINATION FEES

Your ETF is calculated per bundled service. The ETF is 50% of the Monthly Access Fee multiplied by the number of months remaining on the agreement.

## 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.

## 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.

If you've received the Commander Business Gateway it comes ready for self-installation and will automatically configure when it's plugged in for the first time. 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. If you're in a newly constructed building and not already connected to the nbn, nbn Co may charge us a \$300 New Development Charge, which we will pass on to you.

## 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 for \$349 once off charge. The Business Gateway is pre-configured, customer self-installed and includes instant activation with 4G Backup. 4G Backup provides an alternative Internet connection (max. speeds up to 12 Mbps) 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](http://commander.com.au/support/internet-bundles/business-continuity).

Please note that 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.

## NBN SPEED

nbn50 and nbn100 refer to the wholesale speed tiers provided to us by NBN Co Ltd. These speed tiers have a theoretical maximum attainable speed of 50 or 100 Mbps respectively outside of peak hours. The actual speeds that you experience will be slower than the theoretical maximum for your technology type and speed tier due to factors such as the quality and layout of copper wiring forming part

of your connection, distance from the exchange, congestion on the network, weather, rain and electrical interference. For more information about these speed tiers, please visit our website:

[commander.com.au/support/internet-bundles/nbn-speeds-explained](http://commander.com.au/support/internet-bundles/nbn-speeds-explained)

If your service is connected to the nbn via FTTC, FTTB or FTTN (Fibre to the Curb, Building or Node respectively), and your maximum attainable speed falls below the nbn50 or nbn100 speed tier level you've purchased, we will contact you to determine if you would like to stay on the plan you've chosen or offer you other alternatives. Your maximum attainable speed can only be determined once your service is activated on the NBN.

## SERVICE AVAILABILITY

This plan is subject to availability at your location. NBN availability can be checked using our Rollout Map:

[commander.com.au/support/internet-bundles/rollout-map](http://commander.com.au/support/internet-bundles/rollout-map).

## MOVING BACK TO COPPER

If you take up this service, you will not be able to move back to a copper service. This service may not be appropriate if you require an uninterrupted phone service with access to 000 emergency services. Priority Assistance is not available on this service.

## CONTACT DETAILS

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

- Online at [commander.com.au](http://commander.com.au) contact page or Live Chat;
- Email us at [customerservice@commander.com](mailto:customerservice@commander.com);
- Call us on 132 777 (Tech Support available 24/7, Customer Service and Billing available 8am - 7pm AEST, Monday to Friday).

## COMPLAINT HANDLING

If for some reason you are not satisfied with the service we provide, please let us know so we can do our best to fix it. If you feel that we were 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.

## 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.

THANK YOU FOR CHOOSING COMMANDER FOR YOUR BUSINESS COMMUNICATIONS.