

Remote Call Diversion

CRITICAL INFORMATION SUMMARY

SERVICE AND PRICE INFORMATION

Commander's Remote Call Diversion plan provides a virtual call diversion solution without the need for a physical telephone line. You can transfer your existing Office Phone number or activate a new number with Commander. Call prices vary depending on the plan. Details in the table below. Remote Call Diversion plans are not available for resale or high-volume telemarketing services. This service has a 1-month minimum term applicable.

PRICING

| | Remote Call Diversion Basic | Remote Call Diversion Standard |
|--|---|--------------------------------|
| Minimum Monthly Access Fee | \$30 | \$45 |
| Minimum Cost (1 Month term) | \$30 | \$45 |
| Standard local calls | 20c | Unlimited |
| National calls to standard fixed lines | 20c per minute | Unlimited |
| Calls to standard Australian mobiles | 39c per minute | Unlimited |
| 13/1300 calls | 44c | |
| International calls | Please visit: https://www.commander.com.au/support/office-phones/international-calls | |
| Commander to Commander Calls | Unlimited (Except for 13/1300 calls) | |

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

MINIMUM CONTRACT TERM

1 Month

EARLY TERMINATION CHARGE

No early termination fees apply.

OTHER INFORMATION

HARDWARE

No hardware is required to utilise this service. It is a virtual service which operates in the Commander network.

KEY DETAILS

This plan does not provide a physical line or service to make or receive phone calls on. It is a virtual service with an ongoing diversion to a single number. The diversion can be changed to send calls to alternative numbers by contacting Commander.

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](https://www.commander.com.au/customer-terms), or contact us on 132 777.

SERVICE AVAILABILITY

Service may not be available to all areas, premises or customers. If we are unable to connect all your services, we will attempt to contact you to discuss further options first or, if we can't contact you after making reasonable attempts, we will cancel your order. Calls to some International destinations are blocked by default due to high risk of fraud. You may arrange with Commander to unblock these destinations, upon accepting full responsibility for payment for any calls from your service makes to these destinations.

USAGE INFORMATION

For information about current usage levels log into "My Account" at <https://www.takecommand.com.au/#/login/>

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.

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.

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 contact page or Live Chat;
- Email us at customerservice@commander.com;
- Call us on 132 777 (Tech Support available 24/7, Customer Service and Billing available 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 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.

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.