



# Business Fibre nbn Unlimited Standard



## CRITICAL INFORMATION SUMMARY INFORMATION ABOUT SERVICE

### SERVICE DESCRIPTION

The Business Fibre nbn Unlimited Standard plan is an Internet service provided over the National Broadband Network (nbn™) and is available in nbn enabled areas.

### MINIMUM CONTRACT TERM

24 Month

### KEY DETAILS

The Business Fibre nbn Unlimited Standard plan includes UnlimitedGB data on the Standard connection tier. Optional Enhanced Serviced Level Agreements (SLAs) available for an additional \$17.00 per month, Commander Standard Form of Agreement and Acceptable Use Policy applies to this plan, the terms of which can be found at [commander.com.au/legal/customer-terms](http://commander.com.au/legal/customer-terms). Your data allowance includes uploads and downloads. Your unused data allowance expires monthly. If you use all of your included data within a billing cycle, the speed will be limited to 2Mbps until the next billing cycle commences. Connection Tier refers to the type of nbn™ connection installed at the customer's premises. For more information about these tiers, please visit our website [commander.com.au/internet/nbn/faqs](http://commander.com.au/internet/nbn/faqs). For FTTB & FTTN customers, until your service is connected we are unable to confirm your maximum attainable speed. If your line does not support your chosen connection tier we will inform you and offer you alternative options.

## INFORMATION ABOUT PRICING

### MONTHLY ACCESS FEE

\$79.95

### SET-UP FEE

\$0.00

### MINIMUM TOTAL COST (SEE TABLE BELOW)

A Business Gateway can be purchased for \$129 upfront or on a Monthly Repayment Option (MRO). A \$19.95 P&H fee applies for modem delivery.

### STANDARD INSTALLATION REQUIREMENTS

Standard Installation is included with your plan and is provided to the first telephone point in your premises. If you're in a newly constructed building and not already connected to the nbn, nbn Co may charge you a once-off New Development charge of \$300 (inc GST). Where the additional work is required to connect your nbn service is more than a standard professional installation, you may be charged an additional fee. In such cases, Commander or nbn Co will provide any additional installation charges with you before the work being completed for you to approve. A 240 volt power supply may be required. In the event of a power outage, your services will not work unless you maintain a back-up battery. If you take up a Fibre to the Business service, you will not be able to move back to a copper service.

### HARDWARE

You may use your own modem or a Business Gateway modem can be provided - see 'Information about Pricing'.

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, support is only available for Commander approved modems and FTTN or FTTB installations require an nbn approved modem. For a list of approved modems, call Customer Service on 132 777.

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

### COST OF 1GB OF DATA

NA

Modem Option	BYO	Upfront Payment	12 Monthly Payments	24 Monthly Payments
Modem Cost	N/A	\$129.00	\$20.00	\$12.00
Minimum Total Cost (incl. plan over contract term)	\$1,918.80	\$2,067.75	\$2,178.75	\$2,226.75



## 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.**