



# CorePlus Mobile

## 12 Months

### CRITICAL INFORMATION SUMMARY

#### INFORMATION ABOUT THE SERVICE

##### SERVICE DESCRIPTION

CorePlus mobile plans deliver a post-paid mobile service over the Optus Network which allows you to make and receive calls, send and receive messages, and access mobile data via a compatible handset.

Transfer your existing mobile number or we can activate a new number for you. For network coverage, including 4G coverage areas, see [commander.com.au/mobiles/mobile-coverage](http://commander.com.au/mobiles/mobile-coverage).

##### MINIMUM CONTRACT TERM

12 months.

##### KEY PLAN DETAILS

All CorePlus mobile plans include:

- Unlimited Calls to Fixed & Mobile services, Calls to 13/1300/1800 Numbers, Voicemail Deposits/Retrievals & Call Forward;
- Unlimited SMS/MMS (incl. to overseas countries); and

Other Monthly Inclusions by Plan			
CorePlus Plan	25	35	45
Mobile Data (within Australia)	5GB	15GB	30GB
International Call Minutes (to 58 Select Countries)	N/A	50 mins	300 mins

Inclusions are for usage generated whilst in Australia to a service within Australia (unless stated otherwise). Unused inclusions expire at the end of each billing cycle.

You may change to a lower or higher plan at any time during your minimum contract term, without incurring change or ETC fees.

##### SHARED DATA ALLOWANCE

Your included Mobile Data is automatically shared across CorePlus mobiles on the same account.

If you don't want to share data between your mobiles, please contact us to move your services to separate billing accounts.

##### HARDWARE

Use your own compatible handset or purchase a new one from Commander. Handsets can be purchased with a Monthly Repayment Option (MRO) over 24 months (i.e. 24-month plan contract applies) or pay for it Outright on your next bill.

##### EXCLUSIONS

Premium Numbers, International Calls (unless stated otherwise), International Mobile Roaming, Directory Assistance, Video Calls and other call types not listed as included are charged in addition to the Monthly Access Fee.

#### INFORMATION ABOUT THE PRICING

All pricing is GST Inclusive.

CorePlus Plan	25	35	45
Excludes bundle/promo discounts, other/excess use & hardware costs.			
Minimum Contract Term	12 Months		
Monthly Access Fee	\$25	\$35	\$45
Total Minimum Cost (over Min. Contract Term)	\$300	\$420	\$540

##### COST PER 1MB

CorePlus Plan	25	35	45
Mobile Data (within Australia)	5GB	15GB	30GB
Cost Per 1MB	\$0.005	\$0.002	\$0.002

##### MOBILE DATA EXCESS USAGE CHARGES

You will receive SMS warnings when data use reaches 50%, 85% and 100% of included data. If included or shared data is exceeded, your account will be automatically topped up with 1GB of data, charged at \$10 per 1GB. No maximum applies to the number of top ups that can be applied against excess data usage within one billing cycle.

Check your usage via 'My Account' at [takecommand.com.au](http://takecommand.com.au).

##### BUNDLE DISCOUNT

When you bundle a CorePlus plan with an eligible Voice or Broadband product on the same account for a minimum term of 12 months (or more), you will receive a monthly **\$5 Mobile Bundle Discount** on each CorePlus mobile. For more information on bundle discounts, contact us.

##### EARLY TERMINATION CHARGE

If you cancel within the minimum contract term, Early Termination Fees (ETF) apply, calculated at 50% of the Monthly Access Fee multiplied by the number of months remaining on contract term (plus any excess usage & remaining MRO handset repayments if applicable).

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## RATES AND OTHER CHARGES

All calls are charged in 1 minute increments (unless stated otherwise). Further usage rates are available upon request.

UNLIMITED INCLUSION USAGE	INCLUSION VALUE
National Calls to: <ul style="list-style-type: none"> <li>Fixed &amp; Mobile Services</li> <li>13 &amp; 1300 Numbers</li> <li>1800 Numbers</li> </ul>	Unlimited
Voicemail Deposits & Retrievals	Unlimited
Call Forward	Unlimited
National SMS	Unlimited
National MMS	Unlimited
International SMS	Unlimited
International MMS	Unlimited
OTHER USAGE	RATE
Mobile Data Excess Usage	\$10 per 1GB (Automatic Data Top Ups)
National Video Calls	\$0.40 flagfall, plus \$1 per minute
National Directory Assistance	\$0.50 per call
International Directory Assistance	\$1.10 per call
Premium Number Services	Pass Through Charge as per costs from 3 <sup>rd</sup> Party Provider
OPTIONAL SERVICES	RATE
Paper Billing Option	\$2.95 per month

## 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.

### MOBILE INTERNATIONAL ROAMING

International Roaming is not activated by default, please contact us if you wish to activate this service.

WARNING: Charges are significantly higher when roaming overseas than when in Australia and are not included in your plan's monthly access fee or inclusions.

See [commander.com.au/mobiles/international-roaming](http://commander.com.au/mobiles/international-roaming) for further details on roaming charges.

### 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 METHODS

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.

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