



RAPID PLUS 25

Mobile Plan

CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION

The Rapid Plus 25 mobile plan is for a post-paid mobile service offered using the Optus Mobile Digital Network. For Mobile network coverage information, including 4G coverage information, visit www.commander.com/mobiles/mobile-coverage. You can transfer your existing mobile number or activate a new number with Commander.

MOBILE PHONE OPTIONS

You have an option to select a handset from the range of latest mobile phones at www.commander.com/mobile-phones. The mobile phone of your choice can be purchased Outright or alternatively for an additional fee each month with a Monthly Repayment Option (MRO).

MINIMUM CONTRACT TERM

24 months

KEY DETAILS

The Rapid Plus 25 mobile plan includes \$350 Standard Value and 500MB of Included Mobile Data. \$350 Standard Value usage applies to National Calls, Calls to 13/1300/1800 Numbers, Voicemail Retrievals and Call Forward. You pay an additional amount for calls that are not part of the Standard Value and data usage in excess of your Included Mobile Data. Your unused Standard Value and Mobile Data inclusions expire monthly.

PLAN CHANGES

If you change your plan during your contract term, a fee may apply. Contact Customer Service on 132 777 for more information.

INFORMATION ABOUT THE PRICING

MINIMUM MONTHLY ACCESS FEES

\$25

LOYALTY DISCOUNT

A \$5 monthly Loyalty Discount applies to services connected to a 24 month contract.

MINIMUM TOTAL COST

\$480 which is your Monthly Access Fee, less the monthly Loyalty Credit, multiplied by 24 months.

EARLY TERMINATION CHARGE

If you cancel the service within the contact term, Early Termination Fees (ETF) will apply. ETF is calculated at 50% of the Monthly Access Fee multiplied by number of months remaining on your contract term plus any remaining monthly Mobile Repayment Fees (MRF).

CALLS EXCLUDED FROM MONTHLY INCLUDED STANDARD VALUE

International Calls, International Mobile Roaming, calls to Premium Numbers or Directory Assistance, Voicemail Access Fee, Video Calls and other call types not listed as Standard Usage are charged in addition to the Monthly Access Fee. For details of charges for usage types that are excluded from monthly Standard Usage, please contact Customer Service on 132 777.

EXCESS MOBILE DATA USAGE CHARGES

If you exceed your included Mobile Data allowance you will be automatically charged \$10 per 1GB (charged in increments of 1GB) to a maximum of 4GB of excess usage data. If you exceed 4GB of excess data, further use will be charged at \$0.10 per MB. For example, if you use 600MB of data during a month, and your included usage is 500MB you will be billed for an additional 1GB of data (charged at \$10).

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RATES AND OTHER CHARGES

Your \$350 included value is based on the Standard Value Usage Rates below. All calls are charged in 1 minute increments (unless stated otherwise).



STANDARD VALUE USAGE	RATE
National Calls	90c per minute, plus 40c connection fee. Total Cost of a 2 minute call = \$2.20. If you restricted your use solely to Standard National Calls each of 2 minutes in duration, you could make 159 calls.
13 & 1300 Numbers	90c per minute, plus 40c connection fee
1800 Numbers	44c per minute
Voicemail*	Deposits: No Charge Retrievals: 90c per minute
Call Forward	90c per minute, plus 40c connection fee
Intra-Account Calls	No charge for calls made to your mobile service to another mobile or office phone on the same Commander account.
COMMON NON-STANDARD USAGE	RATE
Mobile Data	500MB included. Total Cost of 1MB of Data = \$0.05. If you restricted your use solely to Mobile Data
Mobile Data Excess Usage	Automatic Data Top Ups are charged at \$10 per 1GB increment, to a maximum of 4GB. If you exceed 4GB (4 top ups), further excess data usage is charged at \$0.10 per MB.
National SMS	No Charge
National MMS	No Charge
124 937 Directory Assistance	\$1.75 per call plus cost of connection based on standard call charges, plus 25c per SMS if directory results are sent to you.
OPTIONAL SERVICES	RATE
Paper Billing Option	\$2.95 per month

*\$1.95 Voicemail Monthly Access Fee applies, which is not included in the Standard Value. Non-standard usage rates provided upon request.

OTHER INFORMATION

FULL TERMS

Information and pricing is correct at time of printing. All pricing is inclusive of GST. This information is a summary only. Visit www.commander.com/customer-terms for our Standard Form of Agreement, Fair Use and Acceptable Use policies, which set out terms and conditions on which we provide our products and services.

USAGE INFORMATION

For information about your current usage levels please contact Customer Service by calling 132 777.

MOBILE ROAMING

Please be aware that calls made and data used whilst roaming overseas are not included in your Standard Usage and can be very expensive, as data and calls are charged differently from how they are within Australia. See www.commander.com/international for further details. Commander is committed to reducing our environmental footprint and our standard method for bill delivery is email. Paper billing is available as an option for a monthly fee of \$2.95. To opt in to paper billing, please contact Customer Service on 132 777.

PAYMENT METHOD

Payment by Direct Debit from a bank account is free of surcharges. Charges apply for other payment methods. For details see the Schedule of Fees & Charges on our website or contact Customer Service.

CONTACT US

We are dedicated to excellence in servicing our business customers. If you have any questions regarding your service, call our Customer Service team on 132 777 8am - 7pm AEST, Monday to Friday. If for some reason you are not satisfied with the service received, please inform us of your issue. If we are unable to resolve your issue to your satisfaction, please visit www.commander.com/compliment-complaint. 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. You can contact the TIO by visiting www.tio.com.au or by calling 1800 062 058.

Information current as at 1st November 2015.

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