



Rapid Fibre 400

CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION

This service provides high-speed Internet access via a fibre-optic-based connection delivered over Fibre technology to your premises.

MINIMUM CONTRACT TERM

24 or 36 months

Equipment Required

You will need a compatible router and / or firewall at your premises. Contact Commander for further details.

Service Availability

The service is not available in all areas or to all customers. It is only available to eligible business customers located in Commander on-net Fibre enabled buildings.

KEY DETAILS

This service provides symmetrical speeds of up to 400Mbps. The actual speeds you experience depend on many factors, including your equipment, the number of end-users, the source of the data and the applications in use.

Additional IP Addresses can be purchased from Commander at an extra cost if required.

Install

You can choose to pay installation upfront or spread the cost over each month of your minimum term contract. Standard install provides the service to the hand off point of demarcation (Ethernet Switch). You must install a compatible router or firewall and any cabling required after hand off point.

Bundling Arrangements

No bundling is available with this service or required to receive this service.

INFORMATION ABOUT THE PRICING

Minimum Contract Term	24 months			36 months		
	Monthly Access Fee	\$798 + \$79.8 GST	\$648 + \$64.8 GST	\$498 + \$49.8 GST	\$698 + \$69.8 GST	\$548 + \$54.8 GST
Upfront Install Cost	\$0	\$1098	\$2198	\$0	\$1098	\$2198
Total Minimum Cost (including install)	\$21067.20	\$18205.20	\$15345.20	\$27640.80	\$22798.80	\$17958.80
Early Termination Fee	50% of monthly access fee multiplied by months remaining in contract term.					
Included Data	Unlimited Data (symmetrical speeds up to 400Mbps)					

www.commander.com.au

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OTHER INFORMATION

FULL TERMS

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. All pricing is inclusive of GST unless otherwise specified.

USAGE INFORMATION

For information about your current usage levels please contact Customer Service by calling 132 777 or logon to the Take Command Portal.

EMAIL BILLING

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.

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, or call 1300 009 214.

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 2/11/2015 and is subject to change without notice. All prices quoted include GST.

**Thank you for choosing Commander for your
business communications.**

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