



# Smart Biz ISDN10

## Plan 2

### CRITICAL INFORMATION SUMMARY

#### INFORMATION ABOUT THE SERVICE

#### SERVICE DESCRIPTION

Smart Biz ISDN10 plans are offered as an Office Phone service for standard phone lines. You can transfer your existing Office Phone service or activate a new service with Commander. Smart Biz ISDN10 plans are not available for resale or high volume telemarketing purposes.

#### MAXIMUM NUMBER OF SERVICES

You can choose any number of Smart Biz ISDN10 plans to achieve the best solution for your business. A maximum of 4000 National calls applies.

#### BUNDLING ARRANGEMENTS

This service does not require you to bundle any other Commander services.

#### MINIMUM CONTRACT TERM

24 Month

#### MINIMUM TOTAL COST

\$18,960.00 which is on 24 Month contract term.

#### KEY DETAILS

Your Smart Biz ISDN10 - Plan 2 Monthly Access Fee includes Line Rental and Commander to Commander calls.

The table below specifies other call types that are included specific to your Smart Biz ISDN10 plan. Call types not listed, optional Value Added Services and any equipment required to operate your service are charged in addition to your Monthly Access Fee.

#### INFORMATION ABOUT THE PRICING

Smart Biz ISDN10	Plan 2
Minimum Contract Term	24 Month
Minimum Monthly Access Fee (per service)	\$790.00
Minimum Total Cost (24 Month)	\$18,960.00

#### NEW LINE CONNECTION FEE

A connection fee for the phone line may also apply. When applicable, this fee ranges from \$3,000 to \$3,200. Where the additional work is required to connect your service is more than a standard professional installation, you may be charged an additional fee. In such cases, Commander or Telstra will provide any additional installation charges with you before the work being completed for you to approve.

#### EARLY TERMINATION CHARGE

If you cancel the service within a 24 Month contract term, Early Termination Fees (ETF) will apply per handset. ETF is calculated at \$250.00 per service (ten channels) for Plan 2 plan, multiplied by the number of months remaining on your 24 Month contract term. Maximum charge payable for early termination for Smart Biz ISDN10 plans is \$6000 per service.



**CALL RATES**

The table below shows call charges for calls made outside included calls for the Smart Biz ISDN10 – Plan 2 plan. Unlimited Standard Local, Commander to Commander calls and up to 4000 National calls are included. Timed calls are billed in 1 second increments

Standard Call Type	Call Rates
Standard Local Calls	Included
National Calls	15c per min
Calls to Mobiles (within Australia)	30c per min
Calls to 13/1300 Numbers	44c per call
Commander to Commander Calls	FREE CALLS made from your Smart Biz ISDN10 service to any other office phone or mobile service on the same Commander account. 24 hours a day, 7 days a week. No connection fee applies.
International Calls	Available at <a href="http://www.commander.com.au/phone/international-call-rates">www.commander.com.au/phone/international-call-rates</a> Call rates are subject to change without notice due to international carrier pricing and currency fluctuation.

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

**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.**