



SMART BIZ

LITE

CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION

Smart Biz Lite option is only available for use for EFTPOS, Fax or DSL lines and is only available in conjunction with at least one other Plan 1, 2 or 3 service. Not available as a voice service. Smart Biz plans are not available for resale or high volume telemarketing purposes.

MINIMUM CONTRACT TERM

24 months.

KEY DETAILS

Your Smart Biz - Lite service is intended only for use as an EFTPOS, Fax or DSL lines and is only available in conjunction with at least one other Plan 1, 2 or 3 service.

The table below specifies other call types that are included specific to your Smart Biz 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 PRICING

Lite	PSTN
Minimum Monthly Access Fee per service	\$38.50
Minimum Total Cost per service when combined with a Smart Biz - Plan 1, PSTN service	\$2,340

EARLY TERMINATION CHARGE

If you cancel the service within the contact term, Early Termination Fees (ETF) will apply. ETF is calculated at \$10 per service multiplied by the number of months remaining on your contract term. Maximum charge payable for early termination is \$240 per service.

CALL RATES

The table below shows standard call rates for the Smart Biz - Lite plan. Timed calls are billed in 1 second increments.

STANDARD CALL TYPE	CALL RATES
Local calls	12c per call
National calls	12c per minute
Calls to Mobiles	25c per minute
Calls to 13/1300 numbers	38.5c per call
*Commander to Commander calls	FREE CALLS made from your Smart Biz 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.

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



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.

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.

CONNECTION CHARGES & CONNECTION TIMEFRAMES

A charge may apply to connect your phone service if there is not already one present and/or depending upon the type of connection required. The timeframe required to connect your phone service will depend on the type of connection required. For details, please visit www.commander.com.au/customer-terms for our Phone Connection Charges and Timeframes.

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 calling 1800 062 058 or visiting www.tio.com.au.

**THANK YOU FOR CHOOSING COMMANDER
FOR YOUR BUSINESS COMMUNICATIONS.**

www.commander.com

132 777

COMMANDER
SAVES BUSINESS

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