

Dedicated Access NBN



CRITICAL INFORMATION SUMMARY INFORMATION ABOUT SERVICE

SERVICE DESCRIPTION

The Commander Dedicated Access Service provides a dedicated, voice only channel in support of Commander IP Voice Services for voice calls. No internet access is provided. This Service is only available in NBN enabled areas (Ready for Service)

SETUP FEE

\$229 on 24 month plan or \$0 on 36 month plan.

MINIMUM CONTRACT TERM

24 or 36 Month

KEY DETAILS

The connection tier provided is based on overall voice throughput requirements at the discretion of Commander and/or our suppliers. The Service is delivered depending on the nbn technology available.

Connection Tier refers to the type of nbn™ connection installed at the customer's premises. For more information about these tiers, please visit our website commander.com.au/support/internet-bundles/nbn-speeds-explained. For FTTB, FTTC & FTTN customers, until your service is connected we are unable to confirm your maximum attainable speed. If your line does not support your chosen connection tier we will inform you and offer you alternative options.

STANDARD INSTALLATION REQUIREMENTS

Standard installations are completed without charge to you. Non-standard, additional or subsequent installations including but not limited to NBN Professional Install or Valet Offerings may require

you to pay additional charges. Any cabling that is required in your premises beyond the Network Boundary Point is your responsibility.

If you're in a newly constructed building and not already connected to the nbn, nbn Co may charge you a once-off New Development charge of \$300 (inc GST). A 240-volt power supply may be required to power the equipment. In the event of a power outage, your services will not work unless you maintain a back-up battery. If you take up a Fibre to the Business service, you may not be able to move back to a copper service.

HARDWARE

A Business Gateway modem is included - not optional. \$20 P&H fee applies for modem delivery.

The Business Gateway is pre-configured, customer self-installed and includes instant activation with 4G Backup, if bundled with an eligible IP Voice plan on the same account. 4G Backup provides an alternative Internet connection for Internet telephony calls when your fixed Internet service has failed or is waiting to be activated (not available in all areas).

For more information: commander.com.au/support/internet-bundles/business-continuity.

Optional: The modem can be installed as part of a Valet Installation Service for an additional \$89.00.

Please note that support is only available for Commander approved modems. For a list of approved modems, call Customer Service on 132 777.

INFORMATION ABOUT PRICING

MONTHLY ACCESS FEE

See Pricing Table for Monthly Access Fee. (Plan dependent)

TOTAL MINIMUM COST

See Pricing Table for Total Minimum Cost. (Plan dependent)

EARLY TERMINATION CHARGE

If you cancel the service within the contact term, Early Termination Fees (ETF) will apply. ETF is calculated as 50% of the monthly access fee, multiplied by months remaining on the agreement.

PRICING TABLE

Plan Details	Monthly Access Fee	Dedicated Access Monthly Credit Eligibility Criteria Min 6+ Handsets		Min. Cost over 24 Mths (Inc. Gateway \$229 & \$20 P+H)		Min. Cost over 36 Mths (Inc. Gateway \$0 & \$20 P+H)	
		24 Months	36 Months	With Credit	Without Credit	With Credit	Without Credit
Dedicated Access Basic	\$44	\$22	\$44	\$777	\$1305	\$812	\$1604
Dedicated Access Standard							
Dedicated Access Standard+							
Dedicated Access Standard Plus (SIP Trunk Only)	\$64	N/A		N/A	\$1785	N/A	\$2324
Dedicated Access Premium (SIP Trunk Only)							

Above pricing table excludes any promotional discounts.
The Credit is subject to meeting the Minimum Eligibility Criteria, the Dedicated Access Credits detailed in the above table may be applied to a Customer's Commander Account on a monthly basis for the minimum term of the Customer's contract. Any Dedicated Access Credits applied to a Commander account are not redeemable for cash and are not transferable.

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 for full terms.

USAGE INFORMATION

For information about current usage levels log into 'My Account' at 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;
- 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.

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 or by calling 1800 062 058.

THANK YOU FOR CHOOSING COMMANDER FOR YOUR BUSINESS COMMUNICATIONS.