

# Business First Broadband

## CRITICAL INFORMATION SUMMARY

### INFORMATION ABOUT SERVICE

#### SERVICE DESCRIPTION

The Business First Broadband Unlimited plan is an Internet service offered over the copper network either using our own infrastructure or infrastructure supplied to us by our wholesale partners. You can transfer your existing broadband service or activate a new service with Commander on your existing PSTN service.

#### MINIMUM CONTRACT TERM

36 Month

#### BUNDLING ARRANGEMENTS

Bundling is optional. A discount will apply to this plan when bundled with an active office phone service on the same Commander account. (See appropriate Critical Information Summary for specific discount details). An active office phone service can be a standard PSTN line or digital ISDN line. If you cancel or transfer away the active phone service, the monthly discount will no longer be available, and your minimum monthly access fee will revert back to per month. Standalone prices are 300GB Plan is \$75 and Unlimited is \$95.

#### KEY DETAILS

The Business First Broadband plan include 300GB for the Office and Unlimited data for the Unlimited plan. Included data on the Office plan is based on the greater of the uploaded or downloaded traffic. Your unused data allowance expires monthly. If you use all of your included data within a billing cycle, excess usage will apply until the next billing cycle commences. You will be supplied with the fastest speed available at your location - ADSL2+. Commander Standard Form of Agreement and Acceptable Use Policy applies to

this plan, the terms of which can be found at [commander.com.au/customer-terms](http://commander.com.au/customer-terms).

This plan is subject to availability at your location. Your current plan could overlap with the rollout of the nbn in your area. NBN availability can be checked using our Rollout Map [commander.com.au/support/internet-bundles/rollout-map](http://commander.com.au/support/internet-bundles/rollout-map). If so, you agree that Commander will transition your services when they become ready for service to the nbn network. Your service will be migrated to nbn on the same terms and conditions as your then current contract.

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. Once you have upgraded to the nbn network you will not be able to move back to a copper service.

#### HARDWARE

You may use your own modem or a Business Gateway can be provided. The Business Gateway is pre-configured, customer self-installed and includes instant activation with 4G Backup. 4G Backup provides an alternative Internet connection (max. speeds up to 12 Mbps) 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](http://commander.com.au/support/internet-bundles/business-continuity). Please note that support is only available for Commander approved modems. For a list of approved modems, call Customer Service on 132 777.

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## 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.

#### COST OF 1GB OF DATA

**300GB Data Plan:** \$0.25 /GB within the included value. Excess data usage: \$10/GB.

**Unlimited Data Plan:** Not Applicable.

## PRICING TABLE

Plan Name	300GB Data	Unlimited Data
Monthly Access Fee	\$75.00	\$95.00
Minimum Total Cost	\$2,700.00	\$3,420.00
Above pricing table excludes any promotional discounts		

## 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 (Check website for opening hours)

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.