

# PSTN Business Line

## CRITICAL INFORMATION SUMMARY

### INFORMATION ABOUT SERVICE

#### SERVICE DESCRIPTION

Commander Business Line PSTN 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. Business Line PSTN plans are not available for resale or high-volume telemarketing services. Commander is responsible in supplying these services to our customers and we have no other affiliation or relationship with our wholesalers outside of our wholesale agreements. Bundling is optional and there is no mandatory equipment required as part of the service. This service has a 1 month minimum term applicable.

### INFORMATION ABOUT PRICING

Business Line	Connect	Calling	Premium
Minimum Monthly Access Fee	\$50	\$65	\$90
Minimum Cost (1 Month term)	\$50	\$65	\$90
Standard local calls	PAYG	Included	Included
National calls to standard fixed lines	PAYG	Included	Included
Calls to standard Australian mobiles	PAYG	PAYG	Included
13/1300 calls	PAYG	PAYG	Included
Commander to Commander Calls	FREE CALLS made from your Business Line PSTN 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	PAYG	PAYG	PAYG

#### PAYG RATES (PAYG)

Call Types	Rate
Standard local calls	20c per call
National calls to standard fixed lines	20c per minute
Calls to standard Australian mobiles	39c per minute
13/1300 calls	44c per call
International calls	Please visit: <a href="https://www.commander.com.au/support/office-phones/international-calls">https://www.commander.com.au/support/office-phones/international-calls</a>

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

#### MINIMUM CONTRACT TERM

1 Month

#### BUNDLING ARRANGEMENTS

**Broadband Bundle Discount:** \$20 discount applied when bundled with 300GB Data plan or \$30 discount applied when bundled with Unlimited Data plan. Discount is applied to the data plan and if the PSTN service is cancelled or transferred away, the discount will no longer apply.

**Multi-Line Discount:** \$30 Multi-line discount is applied to all Business Line Premium plans at the same physical site, once one service is charged at full price.

#### EARLY TERMINATION CHARGE

No early termination fees apply.

#### KEY DETAILS

Your Business Line PSTN service Monthly Access Fee includes line rental and Commander to Commander calls. The table listed above specifies other call type that are specific to your Business Line PSTN plan. Call types not listed, as well as optional Value-added services and any equipment required to operate your service are charge in addition to your Monthly Access Fee.

#### PAYMENT OPTIONS

Payment by Direct Debit from a bank account does not incur additional fees or charges. Additional charges apply for other payment methods.

For details, see your invoice, our Schedule of Fees & Charges on our website [commander.com.au/customer-terms](https://www.commander.com.au/customer-terms), or contact us on 132 777.

#### SERVICE AVAILABILITY

Service may not be available to all areas, premises or customers. If we are unable to connect all your services, we will attempt to contact you to discuss further options first or, if we can't contact you after making reasonable attempts, we will cancel your order.

## 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](https://commander.com.au/legal/customer-terms) for full terms.

### USAGE INFORMATION

For information about current usage levels log into 'My Account' at <https://www.takecommand.com.au/#/login/>

### 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.

### CONTACT DETAILS

We are dedicated to excellence in servicing our customers and have lots of ways for you to keep in touch:

- Online at [commander.com.au](https://commander.com.au) contact page or Live Chat;
- Email us at [customerservice@commander.com](mailto:customerservice@commander.com);
- Call us on 132 777 (Tech Support available 24/7, Customer Service and Billing available 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 do our best to fix it. If you feel that we were unable to resolve your issue to your satisfaction, please visit [commander.com.au/legal/compliments-complaints](https://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](https://tio.com.au) or by calling 1800 062 058.

THANK YOU FOR CHOOSING COMMANDER FOR YOUR BUSINESS COMMUNICATIONS.