



Take Command User Guide

March 2020

Contents

Introduction	2
Overview.....	2
Disclaimers.....	2
Getting Started	2
Login.....	2
Dashboard	3
Recent bills pane.....	3
Services pane.....	3
Invoices	4
Services	5
Mobile.....	5
NBN.....	6
Phone.....	7
Reports	9
Payments	10
Make payment.....	10
Payment method.....	10
Payment history.....	11
Settings	12
My Contact details.....	12
Change Password.....	12
Bill Settings.....	13
<i>Paper/paperless billing</i>	13
<i>Itemisation options</i>	13
Alerts	14
Add alerts.....	14
<i>Mobile</i>	14
<i>Budget limit</i>	15
<i>Data usage</i>	16
<i>Tolling increase</i>	17
<i>Bill reminder</i>	18
Edit Alert.....	19
Delete Alert.....	19
Contact Us	20

Introduction

This guide is designed to help you make the most out of your Commander services and includes handy hints on how to manage your account online.

Overview

Take Command is your free online account management tool which allows you to:

- > View invoices
- > View services
- > Create reports
- > Make payments
- > Activate SIM's
- > Manage settings
- > Set alerts

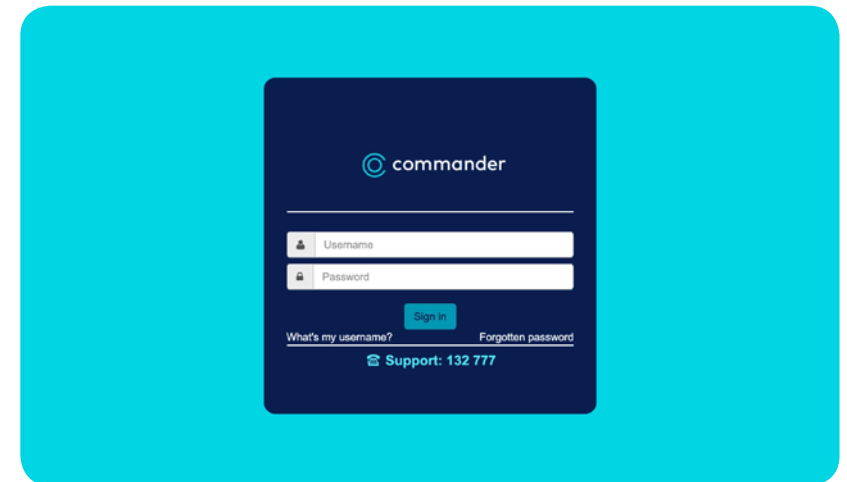
Disclaimers

Commander makes best endeavors to update and keep current the information in this user guide and reserves the right to make improvements to the products or services described in this user guide, at any time without notice.

Getting Started

Login


To get started, go to takecommand.com.au or 'Account Login' from commander.com.au and enter your username and password. Your username is the same as your Commander account number, and a temporary password would have been emailed to you when you first joined Commander.

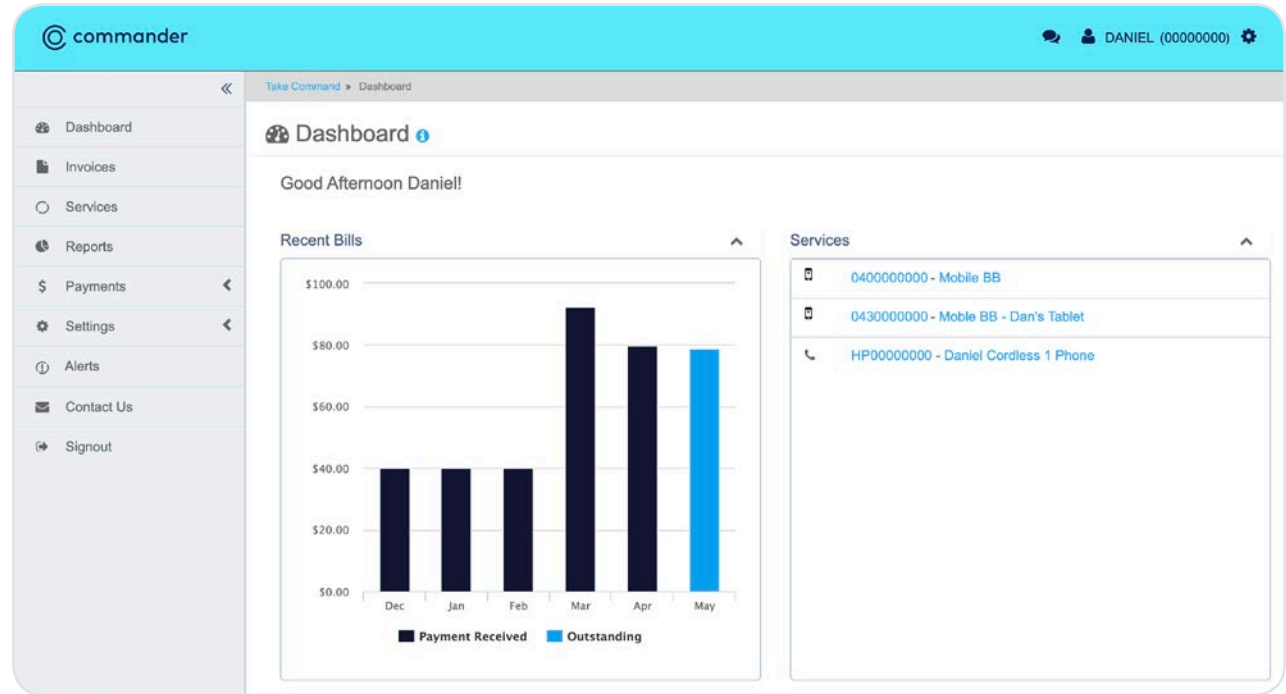


Dashboard

After login, you'll land on the Dashboard page, where you'll be able to see a summary of your Commander account details, such as your recent bills, any outstanding balances and current services.

Menu

Use the  buttons to collapse or expand the menu toolbar.



Recent Bills Pane

This pane allows a quick view of recent bills. Hover over the bars for more details.

Services Pane

View a list of all services associated with the account.

Clicking on the service number will take you to the Services window. For more details, please refer to 'Services' section on page 9.


Click on the Service Label to enter a description next to the service number, which will appear in Take Command and on the invoice.

Invoices

The invoices section has a history of all invoices that have been issued.

This includes the date, invoice number, payments made and any outstanding amounts. Invoices can be downloaded as a PDF or CSV spreadsheet.

 Dashboard

 **Invoices**

 Services

 Reports

 Payments

















 Settings

 Alerts

 Contact Us

 Signout

Invoices

Issue Date	Invoice No.	Invoice Amount	Payment Received	Outstanding	
May 01, 2020	00000000	\$79.00	\$0.00	\$79.00	 
Apr 01, 2020	00000000	\$79.88	\$79.88	\$0.00	 
Mar 01, 2020	00000000	\$92.36	\$92.36	\$0.00	 
Feb 01, 2020	00000000	\$40.00	\$40.00	\$0.00	 
Jan 01, 2020	00000000	\$40.00	\$40.00	\$0.00	 
Dec 01, 2019	00000000	\$40.00	\$40.00	\$0.00	 
Nov 01, 2019	00000000	\$40.00	\$40.00	\$0.00	 
Oct 01, 2019	00000000	\$40.00	\$40.00	\$0.00	 



Click to download invoice as a pdf.



Click to download invoice as a CSV spreadsheet.

Services

The Services section allows you to manage the details of every service on your account. You can change Service Labels and monitor unbilled usage by viewing any allowances used or calls made since your last invoice.

Note: the call data is not in real time and is updated every 3 days, and charges displayed exclude any applicable promotions or discounts.

Dashboard

Invoices

Services

Reports

Payments

Settings


Alerts

Contact Us

Signout

Mobile

Overview



Mobile BB
No Cost Center
0400000000...

[Service Label](#)
[Cost Centre](#)
[Manage](#)

Service Number
0400000000

Plan
Mobile Broadband 20GB - Shared

Access Point Number
N/A

Individual Data Usage
5.71 MB / 20480 MB

Group Data Usage
937 MB / 40960 MB

Remaining Days
25 days remaining

Please note: Usage information is not generated in real-time and is an estimation only. Delays of up to 48 hours may be experienced.

[Service Label](#)

Alter the description of the mobile service. E.g. Mobile 1

[Cost Centre](#)

Choose the invoice group your services are summarised in.

[Manage](#)

Display details on the mobile service including plan, address and data usage.

Activating a new service

1. Select whether or not you have received your new SIM card.

Have you received your new SIM card?

Yes No

2. If you have, you'll be prompted to enter the SIM number for activation. Click **Proceed** once you've entered the SIM number.

Note: SIM card number will be populated into SIM Number box for a new mobile service. A SIM replacement will require you to enter the 13-digit SIM card number manually, this can be found directly on the SIM card.

SIM Number:

[Proceed with SIM Activation](#)

SIM Activation Lead Times

New Service:	Up to 4 hrs	Other Carrier Port:	Up to 4 hrs
Replacement SIM:	24 hrs	*Same Carrier Port:	24 hrs
		*Optus Network	

If not, you can track delivery of your SIM card.

[Track SIM](#)

Services

The Services section allows you to manage the details of every service on your account. You can change Service Labels and monitor unbilled usage by viewing any allowances used or calls made since your last invoice.

Note: the call data is not in real time and is updated every 3 days, and charges displayed exclude any applicable promotions or discounts.

Dashboard

Invoices

Services

Reports

Payments

Settings


Alerts

Contact Us

Signout

NBN

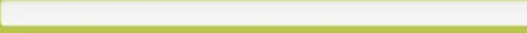
Overview

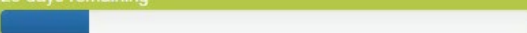
 Broadband NBN [Service Label](#)
No Cost Center [Cost Centre](#) [Details](#)

Username
[Redacted]

Plan
NBN Fibre Premium - 2000GB

Address
[Redacted]

Current Usage
0.64 GB / 2000 GB


Remaining Days
25 days remaining


Email
0 / 0 Email Address
[Change Password](#)

[Service Label](#)

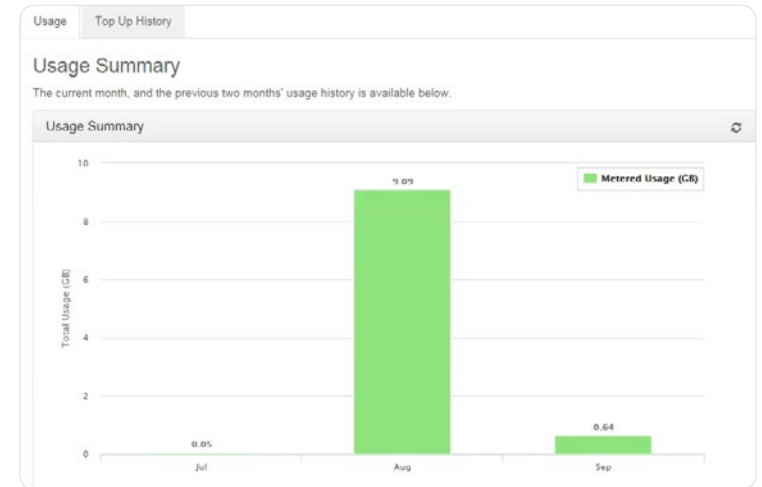
Alter the description of the NBN service. E.g. Broadband NBN

[Cost Centre](#)

Choose the invoice group your services are summarised in.

[Details](#)

Display details of service including plan, address and usage. A usage summary is displayed on the right pane.



Services

The Services section allows you to manage the details of every service on your account. You can change Service Labels and monitor unbilled usage by viewing any allowances used or calls made since your last invoice.

Note: the call data is not in real time and is updated every 3 days, and charges displayed exclude any applicable promotions or discounts.

Dashboard

Invoices

Services

Reports

Payments

Settings


Alerts

Contact Us

Signout

Phone

Overview



Daniel Cordless 1 Phone [Service Label](#)
No Cost Center [Cost Centre](#)
HP00000000... [Details](#)

Phone Number
0000000000

Plan
Cordless - Essentials

[Service Label](#)

Alter the description of the Phone service E.g. Hosted Phone

[Cost Centre](#)

Choose the invoice group your services are summarised in.

[Details](#)

Display details of service including phone number and plan. This also provides you access to reports.

Itemising calls

Use the call itemisation tab to display call details and other usage charges.

1. Select **Start** and **End Date**. The page will auto populate as information is entered.

More options

2. Use navigation buttons to scroll through available page information, and export information as CSV or PDF using the buttons provided.

First Previous 1 Next Last Export CSV Export PDF

Services

The Services section allows you to manage the details of every service on your account. You can change Service Labels and monitor unbilled usage by viewing any allowances used or calls made since your last invoice.

Note: the call data is not in real time and is updated every 3 days, and charges displayed exclude any applicable promotions or discounts.

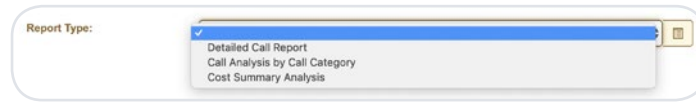
Phone cont...

Generating call reports

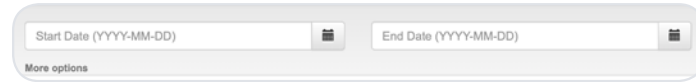
From the Reports tab the following Report Types are available:

- > **Detailed Call Report** - Displays everything related to the call summary.
- > **Call Analysis by Call Category** - Provides a breakdown of call categories e.g. local calls, mobile calls, national calls, etc. Also shows a snapshot of total calls and grouped cost in percentage.
- > **Cost Summary Analysis** - Provides a grouped breakdown of costs for each product and types of charges.

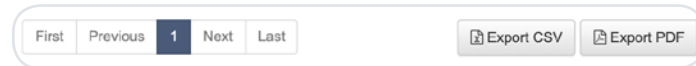
1. Select report type from the drop-down list.



2. Select **Start** and **End Date**. The page will auto populate as information is entered.



3. Use navigation buttons to scroll through available page information, and export information as CSV or PDF using the buttons provided.

A screenshot of a 'Detailed Call Report' window. The title bar says 'Detailed Call Report' with a refresh icon. Below the title bar, it says 'Displays everything related to the call summary.' There are two date selection fields: 'Start Date (YYYY-MM-DD)' and 'End Date (YYYY-MM-DD)'. Below these is a 'More options' link. The main content is a table with columns: 'Destination Number', 'Destination Location', 'Call Date', 'Call Time', 'Call Duration', and 'Amount'. The table contains 8 rows of call data. At the bottom, there are navigation buttons: 'First', 'Previous', '1', 'Next', 'Last', and two export buttons: 'Export CSV' and 'Export PDF'.

Destination Number	Destination Location	Call Date	Call Time	Call Duration	Amount
0000000000	Sydney	06/Apr/2020	11:09:13	00:34:40	\$0.00
0000000000	0370182005	17/Apr/2020	13:02:50	00:24:32	\$0.00
0000000000	Sydney	17/Apr/2020	13:32:59	00:31:20	\$0.00
0000000000	Sydney	17/Apr/2020	14:07:43	00:49:57	\$0.00
0000000000	Sydney	20/Apr/2020	14:01:25	00:08:55	\$0.00
0000000000	Sydney	20/Apr/2020	14:32:29	00:28:55	\$0.00
0000000000	Sydney	20/Apr/2020	15:04:20	00:27:05	\$0.00
0000000000	Sydney	22/Apr/2020	10:02:46	00:28:41	\$0.00

COMM_103_Guide_Take_Command_05/20

Dashboard

Invoices

Services

Reports

Payments

Settings

Alerts

Contact Us

Signout

Reports

Here, you can generate reports on your voice services, including allocation of costs to each cost centre and unallocated service analysis.

Dashboard

Invoices

Services

Reports

Payments

Settings

Alerts

Contact Us

Signout

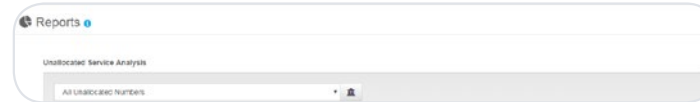
Standard Reports

Unallocated Service Analysis

Provides a report which shows all services not associated/assigned to a Cost Centre. The services listed will display any charges generated against them including GST.

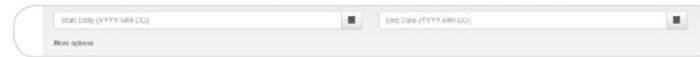
Generating Unallocated Service reports

1. Select the required service from the dropdown.



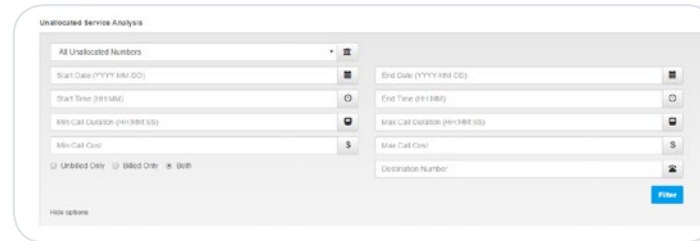
The screenshot shows the 'Reports' section with the 'Unallocated Service Analysis' dropdown menu open, displaying 'All Unallocated Numbers' as the selected option.

2. Select **Start** and **End Dates**. Page will auto populate as information is entered.



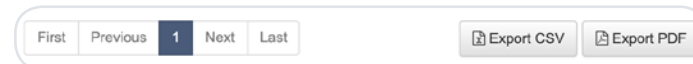
The screenshot shows the 'Start Date (YYYY-MM-DD)' and 'End Date (YYYY-MM-DD)' input fields, with a 'More options' link below them.

3. Click **More Options** to refine the report further.



The screenshot shows the 'Unallocated Service Analysis' configuration page with various filters and a 'Filter' button. The filters include: All Unallocated Numbers, Start Date, End Date, Start Time, End Time, Min Call Duration, Max Call Duration, Min Call Cost, Max Call Cost, Unbilled Only, Billed Only, Both, and Destination Number.

4. Use navigation buttons to scroll through available page information, and export information as CSV or PDF using the buttons provided.



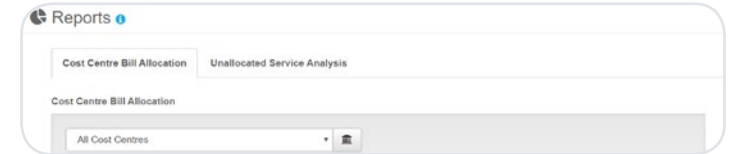
The screenshot shows the report navigation buttons: 'First', 'Previous', '1', 'Next', 'Last', 'Export CSV', and 'Export PDF'.

Cost Centre Bill Allocation

Displays a breakdown of the cost (amount) allocation to each Cost Centre configured in the system. You can filter by cost centre before creating the report or view all.

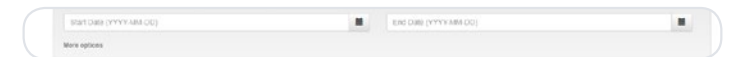
Generating Cost Centre reports

1. Select the required service from the dropdown.



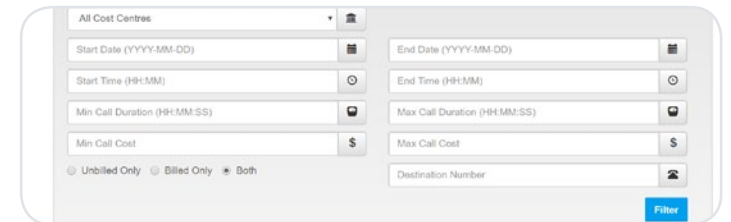
The screenshot shows the 'Reports' section with the 'Cost Centre Bill Allocation' dropdown menu open, displaying 'All Cost Centres' as the selected option.

2. Select **Start** and **End Dates**. Page will auto populate as information is entered.



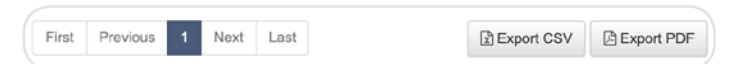
The screenshot shows the 'Start Date (YYYY-MM-DD)' and 'End Date (YYYY-MM-DD)' input fields, with a 'More options' link below them.

3. Click **More Options** to refine the report further.



The screenshot shows the 'Cost Centre Bill Allocation' configuration page with various filters and a 'Filter' button. The filters include: All Cost Centres, Start Date, End Date, Start Time, End Time, Min Call Duration, Max Call Duration, Min Call Cost, Max Call Cost, Unbilled Only, Billed Only, Both, and Destination Number.

4. Use navigation buttons to scroll through available page information, and export information as CSV or PDF using the buttons provided.



The screenshot shows the report navigation buttons: 'First', 'Previous', '1', 'Next', 'Last', 'Export CSV', and 'Export PDF'.

Payments

The payments section allows you to manage your payment activity, this includes making secured online payments, changing your payment method and viewing your payment history.

Mastercard, Visa, American Express and Diners Club cards are all accepted but please note that surcharges do apply. To view surcharges, go to commander.com.au/customer-terms and look under the Schedule of Fees and Charges section.

Dashboard

Invoices

Services

Reports

Payments

Settings

Alerts

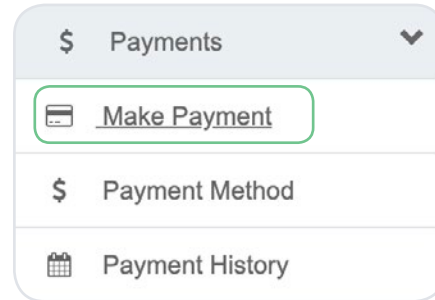
Contact Us

Signout

Make a payment

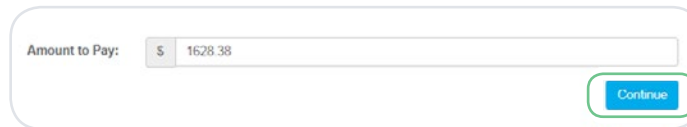
To make a one-off payment using a Credit Card.

1. Select **Payments** > **Make Payment** in the side navigation pane.



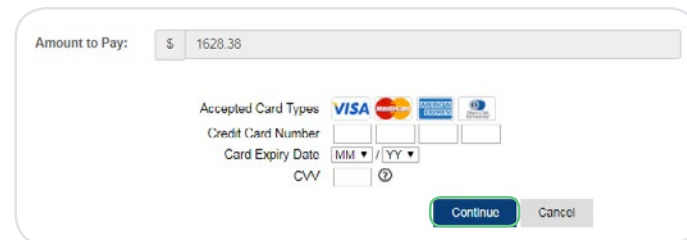
A screenshot of the 'Payments' menu. The menu is titled '\$ Payments' and has a dropdown arrow. The first item is 'Make Payment' with a credit card icon, which is highlighted with a green border. Below it are 'Payment Method' and 'Payment History'.

2. Enter Amount to Pay (if different to amount outstanding which is defaulted), and click **Continue**.



A screenshot of the 'Amount to Pay' field. The field contains '\$ 1628.38'. To the right of the field is a blue 'Continue' button.

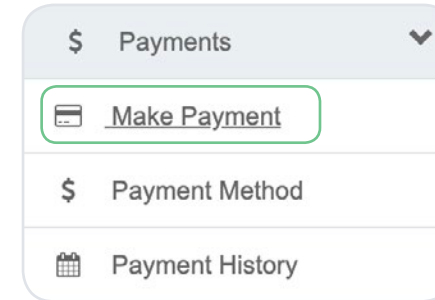
3. Enter credit card details and click **Continue**. Follow instructions to confirm payment.



A screenshot of the credit card details form. It shows the 'Amount to Pay' field with '\$ 1628.38'. Below it are 'Accepted Card Types' with logos for VISA, Mastercard, American Express, and Diners Club. There are input fields for 'Credit Card Number', 'Card Expiry Date' (MM / YY), and 'CVC'. A blue 'Continue' button and a grey 'Cancel' button are at the bottom.

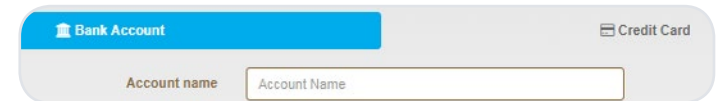
To set up a direct debit and pay bills automatically.

1. Select **Payments** > **Make Payment** in the side navigation pane.



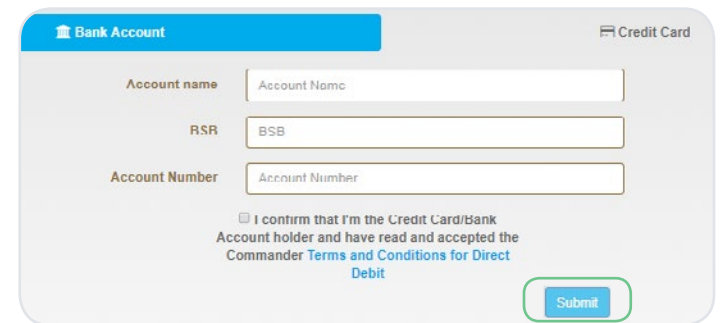
A screenshot of the 'Payments' menu, identical to the one in the credit card section, with 'Make Payment' highlighted.

2. Select **Bank Account** or **Credit Card**.



A screenshot showing two selection options: 'Bank Account' (highlighted in blue) and 'Credit Card'. Below 'Bank Account' is an 'Account name' field with 'Account Name' as a placeholder.

3. Enter bank account or credit card details, and click **Submit** or **Continue**.



A screenshot of the 'Bank Account' details form. It has fields for 'Account name', 'BSB', and 'Account Number'. Below these fields is a checkbox with the text 'I confirm that I'm the Credit Card/Bank Account holder and have read and accepted the Commander Terms and Conditions for Direct Debit'. A blue 'Submit' button is at the bottom right.

COMM_103_Guides_Take_Command_09/20

Payments

The payments section allows you to manage your payment activity, this includes making secured online payments, changing your payment method and viewing your payment history.

Mastercard, Visa, American Express and Diners Club cards are all accepted but please note that surcharges do apply. To view surcharges, go to commander.com.au/customer-terms and look under the Schedule of Fees and Charges section.

Dashboard

Invoices

Services

Reports

Payments

Settings

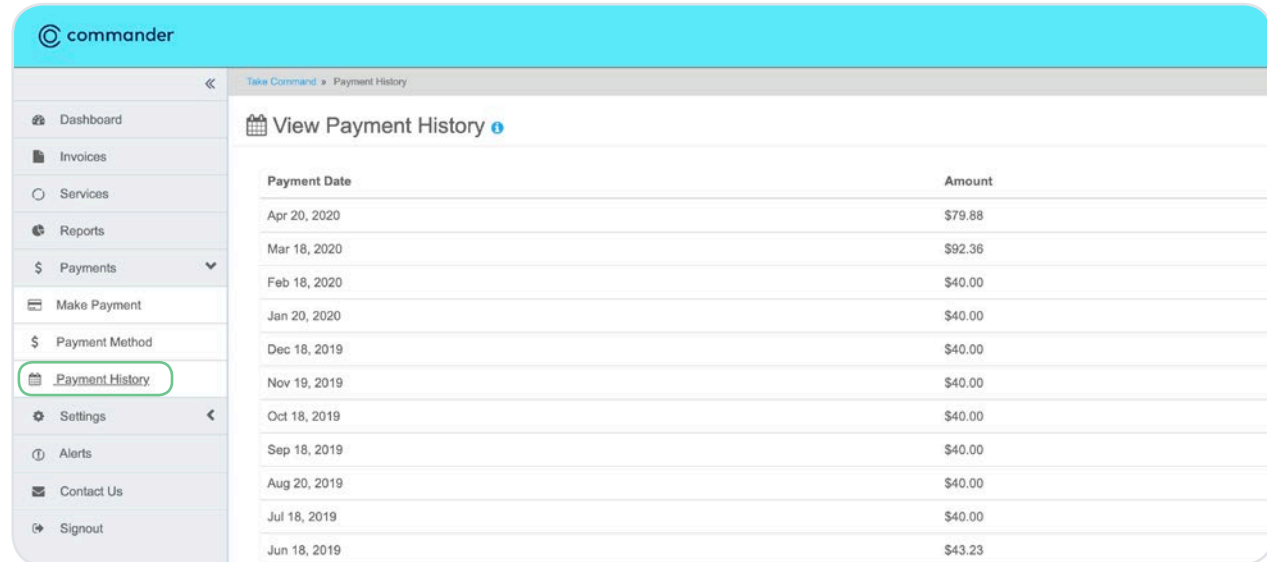
Alerts

Contact Us

Signout

Payment history

View Payment history details. Select **Payments** > **Payment History**.



Payment Date	Amount
Apr 20, 2020	\$79.88
Mar 18, 2020	\$92.36
Feb 18, 2020	\$40.00
Jan 20, 2020	\$40.00
Dec 18, 2019	\$40.00
Nov 19, 2019	\$40.00
Oct 18, 2019	\$40.00
Sep 18, 2019	\$40.00
Aug 20, 2019	\$40.00
Jul 18, 2019	\$40.00
Jun 18, 2019	\$43.23

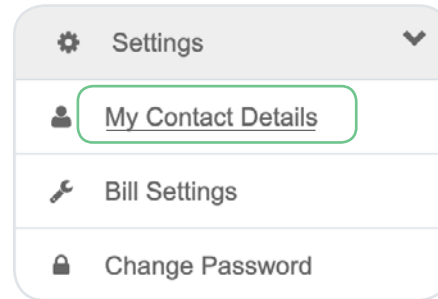
Settings

This section allows you to edit your contact details, update your bill settings and change your password.

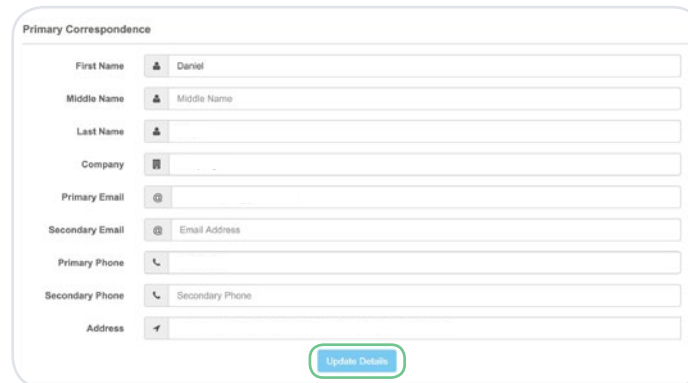
My contact details

To edit or update contact details

1. Select **Settings > My Contact Details** in the side navigation pane.



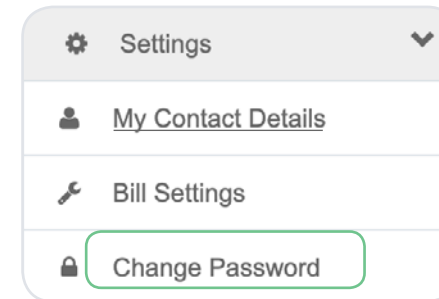
2. Enter or update contact details as required. Click **Update Details** to confirm changes.

A screenshot of a 'Primary Correspondence' form. It contains several input fields: First Name (with a person icon and the value 'Daniel'), Middle Name (with a person icon and the value 'Middle Name'), Last Name (with a person icon), Company (with a building icon), Primary Email (with an @ icon), Secondary Email (with an @ icon and the value 'Email Address'), Primary Phone (with a phone icon), Secondary Phone (with a phone icon and the value 'Secondary Phone'), and Address (with a location pin icon). At the bottom right of the form is a blue button labeled 'Update Details' with a white border, which is highlighted with a green rounded rectangle.

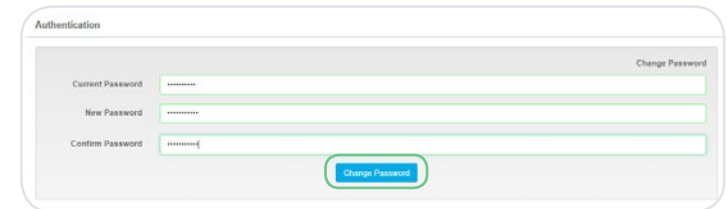
Change password

To change your account password

1. Select **Settings > Change Password** in the side navigation pane.



2. Enter Current Password, New Password and Confirm Password, and click **Change Password** to confirm.

A screenshot of an 'Authentication' form. It has three input fields: 'Current Password', 'New Password', and 'Confirm Password', each with a password strength indicator. At the top right of the form is the text 'Change Password'. At the bottom center is a blue button labeled 'Change Password' with a white border, which is highlighted with a green rounded rectangle.

Dashboard

Invoices

Services

Reports

Payments

Settings

Alerts

Contact Us

Signout

Settings

This section allows you to edit your contact details, update your bill settings and change your password.

Dashboard

Invoices

Services

Reports

Payments

Settings

Alerts

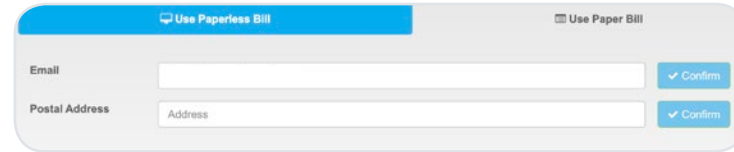
Contact Us

Signout

Bill settings

Choosing paper or paperless billing

Select **Use Paperless Bill** and enter email address to send your bills to.

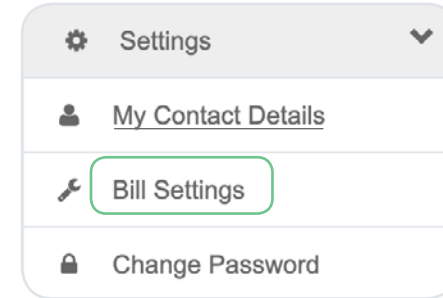


Select **Use Paper Bill** and enter postal address to send your bills to (note: address will be validated via drop down listing).



Itemising options

1. Select **Settings** > **Bill Settings** from the side navigation pane.



2. Select **Apply to All Services** and the Detail Level as required.



3. Select **Customise By Service** and edit individual service's settings as required.



Service	Type	Bill Setting
0400000000	Mobile Broadband	No Remission
0430000000	Mobile Broadband	No Remission
HP00000000	Next Gen	No Remission

COMM_103_Guide_Take_Command_05/20

Alerts

Alerts can help keep a track of your mobile spend, data usage and set reminders for when your next bill is due. A standard alert will be pre-set on your mobile and/or broadband account. Additional alerts can be set based on usage or spend and we will send you a SMS when these thresholds are reached.

Note: call and data records are not always up to date, so this feature should only be used as a guide. It is recommended that this is considered when setting up alert thresholds.

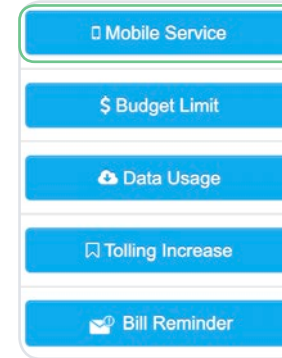
Mobile Alerts

Alert Options

- > **Alert Name** The name for your alert. More than one alert name can be created and it has to be unique.
- > **Service** Choose the service the alert is to be applied to. Start entering a number and available options are displayed on a drop-down menu.
- > **Cap Trigger** What percentage of the cap usage will trigger the alert. Enter a percentage (without the % symbol).
- > **Mobile Data Trigger** What portion of the data used will trigger the alert in either MB or a percentage of data allowance.
- > **Send via Email** Email address for the alert to be sent to.
- > **Send via SMS** Mobile number for the SMS alert to be sent to.

Setting alerts for your mobile services based on the percentage of call allowance used

1. Select **Mobile Service**.



2. Enter required Alert options and click **Create Alert**.

Mobile Service Alert

Alert Name

Service

Cap Trigger
%

Mobile Data Trigger

Send via Email

Send via SMS

Dashboard

Invoices

Services

Reports

Payments

Settings

Alerts

Contact Us

Signout

Alerts

Alerts can help keep a track of your mobile spend, data usage and set reminders for when your next bill is due. A standard alert will be pre-set on your mobile and/or broadband account. Additional alerts can be set based on usage or spend and we will send you a SMS when these thresholds are reached.

Note: call and data records are not always up to date, so this feature should only be used as a guide. It is recommended that this is considered when setting up alert thresholds.

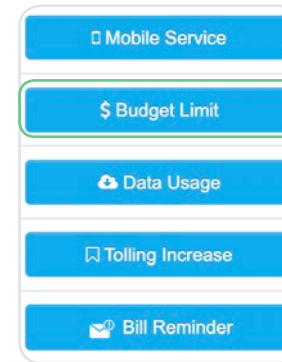
Budget Limit Alerts

Alert Options

- > **Alert Name** The name for your alert. More than one alert name can be created and it has to be unique.
- > **Service** Choose the service the alert is to be applied to. Start entering a number and available options are displayed on a drop-down menu.
- > **Budget Amount** The amount used to calculate the budget trigger.
- > **Budget Trigger** What dollar figure of the budget usage will trigger the alert.
- > **Send via Email** Email address for the alert to be sent to.
- > **Send via SMS** Mobile number for the SMS alert to be sent to.

Setting alerts for your mobile services based on set budget amounts

1. Select **Budget Limit**.



2. Enter required Alert options and click **Create Alert**.

Dashboard

Invoices

Services

Reports

Payments

Settings

Alerts

Contact Us

Signout

Alerts

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Note: call and data records are not always up to date, so this feature should only be used as a guide. It is recommended that this is considered when setting up alert thresholds.

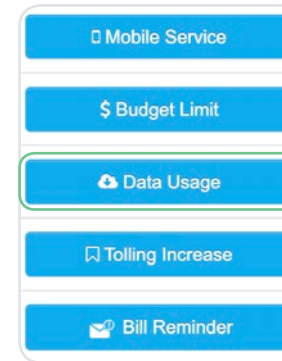
Data Usage Alerts

Alert Options

- > **Alert Name** The name for your alert. More than one alert name can be created and it has to be unique.
- > **Service** Choose the service the alert is to be applied to. Start entering a number and available options are displayed on a drop-down menu.
- > **Data Alert Trigger** Percentage or Megabyte allowance.
- > **Send via Email** Email address for the alert to be sent to.
- > **Send via SMS** Mobile number for the SMS alert to be sent to.

Setting alerts for your mobile services based on the amount of data used.

1. Select **Data Usage**.



2. Enter required Alert options and click **Create Alert**.

Dashboard

Invoices

Services

Reports

Payments

Settings

Alerts

Contact Us

Signout

Alerts

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Note: call and data records are not always up to date, so this feature should only be used as a guide. It is recommended that this is considered when setting up alert thresholds.

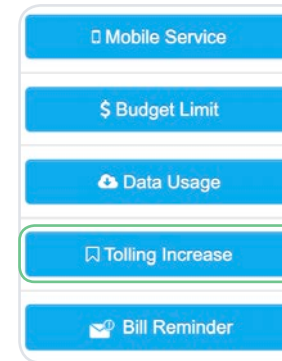
Tolling Increase Alerts

Alert Options

- > **Alert Name** The name for your alert. More than one alert name can be created and it has to be unique.
- > **Service** Choose the service the alert is to be applied to. Start entering a number and available options are displayed on a drop-down menu.
- > **Tolling Increase** Percentage increase based on last invoice.
- > **Send via Email** Email address for the alert to be sent to.
- > **Send via SMS** Mobile number for the SMS alert to be sent to.

Setting an alert to show when the cost for a mobile service has increased compared to the previous month.

1. Select **Tolling Increase**.



2. Enter required Alert options and click **Create Alert**.

Dashboard

Invoices

Services

Reports

Payments

Settings

Alerts

Contact Us

Signout

Alerts

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Note: call and data records are not always up to date, so this feature should only be used as a guide. It is recommended that this is considered when setting up alert thresholds.

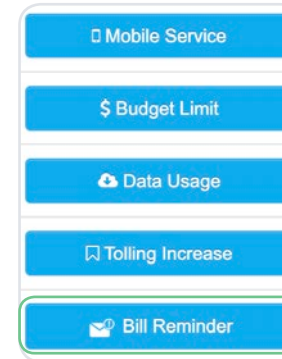
Bill Reminder Alerts

Alert Options

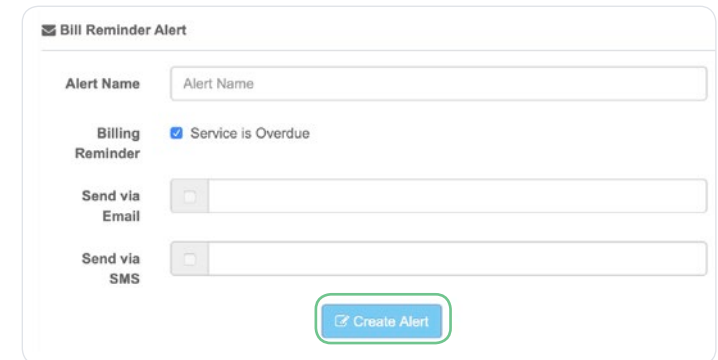
- > **Alert Name** The name for your alert. More than one alert name can be created and it has to be unique.
- > **Billing Reminder** Tick to be notified when an invoice is overdue.
- > **Tolling Increase** Percentage increase based on last invoice.
- > **Send via Email** Email address for the alert to be sent to.
- > **Send via SMS** Mobile number for the SMS alert to be sent to.

Setting an alert to show when your next bill is due

1. Select **Bill Reminder**.



2. Enter required Alert options and click **Create Alert**.



Dashboard

Invoices

Services

Reports

Payments

Settings

Alerts

Contact Us

Signout

Alerts

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Note: call and data records are not always up to date, so this feature should only be used as a guide. It is recommended that this is considered when setting up alert thresholds.

Editing Alerts

Use the  button to edit alerts, and  to delete them.

Alerts

Mobile Service







Budget Limit

Data Usage

Tolling Increase

Bill Reminder

Your Current Alerts

Type	Service	Name	Destination	
Billing Reminders	All Services	billing reminder	Email	 
Billing Reminders	All Services	billing reminder	Email	 
Mobile Service	All Services	my alert	Email	 



 Dashboard

 Invoices

 Services

 Reports

 Payments <

 Settings <

 Alerts

 Contact Us

 Signout

Contact us

Here, you will find a list of relevant contact options.

Dashboard

Invoices

Services

Reports

Payments

Settings

Alerts

Contact Us

Signout

Contact Us

We are here to help!
For enquiries please contact the Customer Care team on [132 777](tel:132777), Mon-Fri 8am-7pm AEST. Alternatively you can email us at [customerservice](mailto:customerservice@commander.com) or use the contact form below.

Contact Form

Reason

Enquiries

[Contact Commander](#)

Contact Options

Customer Care
[132 777](tel:132777)
customerservice@commander.com
8am - 7pm AEST Monday to Friday

Sales
[137 090](tel:137090)
accountmanagement@commander.com
9am - 5pm AEST Monday to Friday

Technical Support
[132 777](tel:132777)
techsupport@commander.com
8am - 9pm AEST Monday to Friday