

Remote Call Diversion

Critical Information Summary

Service and Price Information

Commander's Remote Call Diversion plan provides a virtual call diversion solution without the need for a physical telephone line. You can transfer your existing Office Phone number or activate a new number with Commander. Call prices vary depending on the plan. Details in the table below. Remote Call Diversion plans are not available for resale or high-volume telemarketing services. This service has a 1-month minimum term applicable.

Pricing

	Remote Call Diversion Basic	Remote Call Diversion Standard
Pre-paid Monthly Access Fee	\$30	\$45
Min Cost – 1 mth term	\$30	\$45
Standard local calls	20c	Unlimited
National calls to standard fixed lines	20c per minute	Unlimited
Calls to standard Australian mobiles	39c per minute	Unlimited
13/1300 calls	44c per call	
International calls	Please visit: https://www.commander.com.au/support/office-phones/international-calls	
Commander to Commander Calls	Unlimited (Except for 13/1300 calls)	

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

Minimum Contract Term:

1 Month

Service Exit Costs:

No Service Exit Costs apply.

Other Information

Bundling Arrangements

Not Applicable.

Plan Changes

You can change your plan from one to the other with no fees.

Usage Information

For information about current usage levels, log in to "My Account" at takecommand.com.au

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 and our Schedule of Fees & Charges on our website commander.com.au/customer-terms, or contact us at 132 777.

Hardware

No hardware is required to utilise this service. It is a virtual service which operates in the Commander network.

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. Calls to some International destinations are blocked by default due to high risk of fraud. You may arrange with Commander to unblock these destinations, upon accepting full responsibility for payment for any calls from your service makes to these destinations.

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/contact-us
- Email us at customerservice@commander.com
- Call us on 132 777 (Check our website for opening hours).

Complaint Handling

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/complaints-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.

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.

Thank You for Choosing Commander for Your Business Communications.