

PROFESSIONAL INSTALLATION



Professional Installation & Services

Our Professional Installation service gives your business the peace of mind of having a trained technician visit you on-site to set up your Commander solution. The technician will help set up the newly purchased devices, test them and provide basic training for your users. We highly recommend this service if you are planning to set up more than one Commander device.

What's included	Type	Charge (Incl. GST)	Description
<ul style="list-style-type: none"> ✔ Set up ordered devices ✔ Test calling display ✔ Test incoming calls & basic/standard line hunt ✔ Command Central training ✔ Call Features training ✔ Return travel up to 100 kilometres from local Commander presence 	Professional Installation	\$159 (per site)	Standard call-out charge per site
What's not included <ul style="list-style-type: none"> ✘ Connecting & reconnecting devices to the Wi-Fi network ✘ Connecting other Commander devices unless ordered separately ✘ Cabling work unless ordered separately ✘ IT troubleshooting ✘ Customising complete handset setup. Training provided will allow user to customise as required ✘ Waiting for port completion ✘ Downloading/Connecting Mobile App 	Modem (per device)	\$89	Standard on-site installation of one Commander supplied modem
	Switches (per device - already onsite)	\$89	Standard on-site installation of one Commander supplied modem
	Business Wi-Fi Booster (per device)	\$49	Standard on-site installation of one Commander supplied Business Wi-Fi Booster
	On-site Service Call	\$199	Post installation service call for attendance at site
	Extend Travel Surcharge	\$165	Travel to extend coverage post codes (100km - 200km return travel)
	Failed Ticket of Work (FTOW)	\$155	Failed service call due to customer fault. Includes missed appointments, faulty equipment or incorrect information provided

Professional Installation provides physical installation only. Anything not listed as included is the customer's responsibility (e.g. any associated cabling, network, router or switch configuration required for Commander service to work). Any non-standard labour or materials (cabling, routers &/or switches) can be supplied at an additional cost. Pricing is per site based on a single visit.