

# Business One Voice

## CRITICAL INFORMATION SUMMARY

### SERVICE AND PRICE INFORMATION

The Business One Voice Plan is an NBN Business Line Plan. NBN Business Line services are basic phone lines connected via the Internet, also known as VoIP or IP telephony. They are generally used to connect standard phones or devices such as EFTPOS machines or faxes. You can transfer your existing Office Phone service or activate a new service with Commander. NBN Business Line services are not available for resale or high-volume telemarketing. 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 equipment is generally required to access the service. In the event of a power outage, your Business One Commander Phone services will not work unless you maintain a back-up battery solution. This service has a 1-month minimum term applicable.

### PRICING

NBN Business Line services require hardware to operate however some customers receive this hardware as part of their NBN Broadband service. Check the hardware section on the next page to determine if you will require hardware then check the hardware scenarios in the table below.

NBN Business Line	Business One Voice	
Hardware Scenario	For customers who don't require additional hardware (see hardware section)	For customers requiring a 2-port Analogue Telephone Adapter (see hardware section)
Minimum Monthly Access Fee	\$45 per line	\$45 per line
Hardware Monthly Repayment Option Over 24 months		\$5 for hardware
Minimum Cost (1 Month term on service, 24 month term on hardware)	\$45 per line	\$165 (\$45 per line plus \$120 for the hardware)
Standard Local Calls	Included	
National Calls to Standard Fixed Lines	Included	
Calls to Standard Australian Mobiles	Included	
13/1300 Calls	44c	
Commander to Commander Calls	FREE CALLS made from your Business One Voice 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	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

### OTHER INFORMATION

#### BUNDLING ARRANGEMENTS & DISCOUNTS

The Business One Voice Plan can be bundled with a Business One Broadband Plan to receive a bundle discount. You are eligible for a Business One Voice Plan or a Business One Commander Phone Plan for \$0 for every Business One Broadband Plan you keep active. This is delivered via a \$45 bundle discount on your Business One Voice or Commander Phone plan. Only one \$45 discount applies per Business One Broadband Plan. If you cancel your Business One Broadband plan, transfer it away or change it to a different

NBN plan, you will lose the \$45 discount and start paying the full price for the Business One Voice plan.

You will also receive a discount if you bundle more than 5 Business One voice services together on the same account. If you maintain between 5 and 9 active Business One voice services, you will receive \$5 off each fully charged service. If you maintain more than 10 active Business One voice

services, you will receive \$10 off every fully charged service. This offer is applicable across Commander Phone, Commander SIP and NBN Business Line services. If the number of active Commander voice services falls below the minimum threshold of 5 or 10 services, the applicable discount is removed and services charged at the full rate.

## KEY DETAILS

Your NBN Business Line service Monthly Access Fee includes line rental, local calls, national calls and calls to Australian mobiles. 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.

This service is not appropriate if you require an uninterrupted phone service with access to 000 emergency services and will not function in the event of a power failure.

Commander does not offer Priority Assistance.

## USAGE INFORMATION

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

## 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.takecommand.com.au/customer-terms), or contact us on 132 777.

## STANDARD INSTALLATION REQUIREMENTS

You are required to install any equipment (such as ATAs or Commander Business Modems) that you purchase with your Commander services. You are also responsible for any associated cabling, network configuration and any routers and/or switches within your network to allow the services to work.

## HARDWARE

An Internet connection and supporting connectivity hardware is required to use this service. If you’re a Commander NBN Broadband customer then your Commander Business Modem has ports for 1 NBN Business Lines. If you require extra ports, or you are using any other internet service, you will require a Analogue Telephone Adapter. Charges for hardware are included in the table on page 1.

If you use this service in conjunction with the Commander Business Modem hardware and a Commander Internet service on the same account, our 4G Backup feature is enabled free of charge. 4G Backup enables you to make and receive calls over the mobile network, in the event of a service interruption or network outage on your primary Commander Internet

service. For more information: [commander.com.au/phone/business-continuity](https://www.takecommand.com.au/phone/business-continuity)

## 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.

You must inform us if the service is intended to be used in conjunction with a disability or medical service, back to base alarm or is intended to carry data services such as Fax, EFTPOS or HiCaps. These services may not be supported or may require an alternative service or additional equipment.

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](https://www.takecommand.com.au) contact page;
- Email us at [customerservice@commander.com](mailto:customerservice@commander.com); or
- Call us on 132 777 (Check website for our 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 we are unable to resolve your issue to your satisfaction, please visit [commander.com.au/customer-terms/complaints-policy](https://www.takecommand.com.au/customer-terms/complaints-policy)

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://www.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/customer-terms](https://www.takecommand.com.au/customer-terms) for full terms.

THANK YOU FOR CHOOSING COMMANDER FOR YOUR BUSINESS COMMUNICATIONS.