Business SIP

Critical Information Summary

Service & Price Information

Service Description

Business SIP services are basic phone lines, or channels, connected via the Internet, also known as VoIP or IP Telephony. They are generally used to connect SIP capable phone systems or gateway devices to the telephone network. You can transfer your existing Office Phone service or activate a new service with Commander. Premise based equipment is generally required to access the service.

A minimum of 2 SIP channels are required per account and single channels can be purchased after the minimum at the same rate. Business SIP 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.

Minimum Contract Term

1, 24, 36 and 60 months.

Service Exit Costs apply if you cancel a service within a Minimum Contract Term of 24 months or higher. Service Exit Costs are calculated as $90 plus the sum of any Term Discounts you may have received during the Minimum Contract Term (see 'Discounts') from the contract start date until the cancellation date of the service. You will also be charged the sum of any remaining hardware monthly repayments associated with the cancelled service.

Pricing

Business SIP Plans – Minimum Contract Term	1 Month	24 Months	36 Months	60 Months
Minimum Requirement of Channels (per account)	2 channels			
Prepaid Monthly Access Fee (per channel)[1]	$40	$38	$35	$30
Minimum Total Cost[2]	$80	$1,824	$2,520	$3,600
Standard Local, National & Mobile Calls[3]	Unlimited			
13/1300 Calls[4]	$0.44 per call			
International Calls	See website: International Call Rates			

Smart Extras & Group Features	Monthly Charge
Enhanced SIP User	$5 per service
Fax2Email	$8 per service (requires Enhanced SIP User)
Hunt Group	$8 per service (1 provided free)
Enhanced Hunt Group	$3 per service (requires Hunt Group)
Auto Receptionist	$10 per service (1 provided free)
Cloud Q	$10 per service (includes access for first 2 users)
Cloud Q Access	$5 per user
10 Number Range	$16 per range
50 Number Range	$22 per range
100 Number Range	$33 per range

1. Monthly Access Fees are charged one month in advance and include Term Discounts. 2. Minimum Total Costs are calculated as the monthly access fees of 2 channels multiplied by the minimum contract term & may vary depending on the mix of contract terms per channel. Excludes hardware costs. 3. Standard Local, National & Mobile Calls are calls generated whilst in Australia to numbers within Australia (unless stated otherwise). Charges apply for calls to 13/1300 numbers & international calls. 4. 13/1300 calls are charged per call & include SecuriDial 8 digit 13 calls. For all other charges, see our Schedule of Fees & Charges commander.com.au/sofac.

Discounts

A Term Discount applies on the Monthly Access Fees of eligible Business SIP Plans when you sign up to a 24-month Minimum Contract Term or higher. Commander reserves the right to withdraw this discount at any time after the initial minimum contract term expires.

Bundling Arrangements

When you bundle a Business One Mobile plan with a Business Connect plan on the same account for a minimum term of 12 or 24 months, you will receive a monthly $5 Mobile Bundle Discount on each Business One Mobile service (max. of 50 mobile services per customer applies).

Hardware

Commander provides a range of handsets and other hardware that can be purchased separately via various payment options, including outright or monthly repayments. Contact us on **132 777** for more Information.

Other Information

Service Availability

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

An Internet service with a minimum of 100/100 Kbps per concurrent call is required for a Business SIP service.

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 your service makes to these destinations.

If you use this service in conjunction with a Commander Business Modem and 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. See commander.com.au/phone/business-continuity.

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.

In the event of a power outage, your Business SIP services will not work unless you maintain a back-up battery solution.

Hardware Installation Requirements

If you have purchased Commander equipment to use with your Business SIP services, installation by an authorised technician is required and can be organised as part of your order for an additional charge.

You are responsible for any additional charges for work that may be identified during hardware installation and is required to allow the services to work. These charges may include cabling, network configuration, routers and/or switches etc. within your network.

Plan Changes

You may change a user's service to a lower or higher plan within the Business SIP plan family at any time during your minimum contract term, without penalty 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.

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 we are unable to resolve your issue to your satisfaction, please visit: 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](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.

Online Safety

The eSafety Commissioner provides a range of educational material about staying safe online: esafety.gov.au/.

A range of certified Family Friendly Filters can be found on the Communications Alliance website:

commsalliance.com.au/Activities/ispi/fff.

Thank You for Choosing Commander for Your Business Communications.