

# Commander Phone

## CRITICAL INFORMATION SUMMARY

### INFORMATION ABOUT SERVICE

#### SERVICE DESCRIPTION

Commander Phone plans provide your business with a nbn™ ready phone service delivered over your broadband internet service, also known as internet telephony.

Business Line	Softphone	Essentials	Office	Executive
Minimum Monthly Access Fee	\$29	\$39	\$45	\$55
Minimum Cost (36 Months term)	\$1044	\$1404	\$1620	\$1980
Minimum Cost (24 Months term)	\$696	\$936	\$1080	\$1320
Standard local calls	Included	Included	Included	Included
National calls to standard fixed lines	Included	Included	Included	Included
Calls to standard Australian mobiles	Included	Included	Included	Included
13/1300 calls	PAYG		PAYG	PAYG
Commander to Commander Calls	FREE CALLS made from your Commander phone 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	PAYG		PAYG	PAYG

### INFORMATION ABOUT PRICING

#### PAYG RATES (PAYG)

Call Types	Rate
Standard local calls	Included
National calls to standard fixed lines	Included
Calls to standard Australian mobiles	Included
13/1300 calls	44c per call
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

24, 36 Months

#### HARDWARE

If you use this service in conjunction with the Business Gateway 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.commander.com.au/phone/business-continuity)

#### EARLY TERMINATION CHARGE

If you cancel the service within your contract term (whether you are on a 24, or 36-month minimum term), Early Termination Fees (ETF) will apply per service. ETF is calculated at \$10.00 per service for each plan, multiplied by the number of months remaining on your contract term. Maximum ETF charges: on the 24-month service is \$240; and on the 36-Month service is \$360. You must return your handset to Commander within 30 days of service cancellation or handset non-return fee applies (\$200).

#### KEY DETAILS

Your Commander phone service Monthly Access Fee includes Calls listed as per the table above. The table listed above specifies other call types that are specific to your Commander Phone Plan. Call types not listed, as well as optional value-added services and any equipment required to operate your service are charged in addition to your Monthly Access Fee.

#### PAYMENT OPTIONS

Payment by Credit Card or 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.commander.com.au/customer-terms), or contact us on 132 777.

## SERVICE AVAILABILITY

Services may not be available to all areas, premises or customers. If we are unable to connect all your requested 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.

## OTHER INFORMATION

### 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](https://commander.com.au/legal/customer-terms) for full terms.

### USAGE INFORMATION

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

### PAPER BILLING OPTION

Commander's standard method for bill delivery is email. Paper billing is available as an option for a monthly fee of \$2.95. To request paper billing, please contact us.

### 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://commander.com.au) contact page or Live Chat;
- Email us at [customerservice@commander.com](mailto:customerservice@commander.com);
- Call us on 132 777 (Tech Support available 24/7, Customer Service and Billing available 8am - 7pm AEST, Monday to Friday).

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/compliments-complaints](https://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](https://tio.com.au) or by calling 1800 062 058.

THANK YOU FOR CHOOSING COMMANDER FOR YOUR BUSINESS COMMUNICATIONS.