



# CLEAR CHOICE \$69 MOBILE PLAN

## CRITICAL INFORMATION SUMMARY

### INFORMATION ABOUT THE SERVICE

#### SERVICE DESCRIPTION

Clear Choice \$69 mobile plan is offered on a 3G mobile service using the Optus Mobile Digital Network. You can transfer your existing mobile number or activate a new number with Commander. For Mobile network coverage information visit [www.commander.com/mobiles/mobile-coverage](http://www.commander.com/mobiles/mobile-coverage)

#### BUNDLING ARRANGEMENTS

Bundling is optional. A monthly \$10 discount will apply to the Clear Choice \$69 mobile plan when bundled with an active office phone service on the same Commander account. An active office phone service can be a standard PSTN line or digital ISDN line. If you cancel or transfer away the active phone service, the monthly \$10 discount will no longer apply and your monthly access fee will revert back to \$69 per month.

#### MINIMUM CONTRACT TERM

24 months.

#### KEY DETAILS

Monthly Included Standard Value : Unlimited#: Standard National Voice calls, Standard National SMS, MMS, Voicemail\*, Call Forwarding (within Australia) and calls to 13/1300/1800 numbers only; up to \$100 international calls and SMS value and; 3GB of Included Mobile Data. You pay an additional amount for calls that are not part of the Standard Inclusions and data usage in excess of your included Mobile Data.

Included Mobile Data is data used within Australia only, including internet tethering. Unlimited Social Networking includes Facebook, Twitter, LinkedIn, MySpace & eBay but does not include external links accessed via these sites and messaging services.

Any unused Included Usage expires monthly.

\*Monthly Voicemail Access Fee applies.

#Excludes high volume telemarketing use and is not available for resale.

#### MOBILE PHONE OPTIONS

You have an option to select a mobile phone with the Clear Choice mobile service. View the range of latest mobile phones at [www.commander.com/mobile-phones](http://www.commander.com/mobile-phones).

If you choose this option, you will pay an additional Monthly Repayment Fee for the mobile phone of your choice. If you cancel your service within the Minimum Contract Term, you must pay the Monthly Repayment Fee multiplied by number of months remaining on your contract term, in addition to the Early Termination Fee (ETF) for the mobile service.

### INFORMATION ABOUT PRICING

#### MINIMUM MONTHLY ACCESS FEE

\$69.

#### MINIMUM TOTAL COST

\$1,656 which is your Monthly Access Fee multiplied by 24 months.

#### EARLY TERMINATION CHARGE

If you cancel the service within the contact term, Early Termination Fees (ETF) will apply. ETF is calculated at 50% of the Monthly Access Fee multiplied by number of months remaining on your contract term. Maximum ETF is \$828 per service.

#### CALLS EXCLUDED FROM MONTHLY INCLUDED VALUE

International Mobile Roaming, calls to premium numbers, directory assistance, Video Calls and other call types not listed as included value are charged in addition to the Monthly Access Fee. For details of charges for usage types that are excluded from monthly included value, please contact Customer Service on 132 777.

#### INTERNATIONAL CALL RATES

Your call value includes \$100 of calls and SMS from Australia to international numbers. International call rates are available from Customer Service on 132 777. You pay an additional amount for International calls and SMS over this allowance.

#### EXCESS MOBILE DATA USAGE CHARGES

Excess usage charged at \$1/MB.

[www.commander.com](http://www.commander.com)

# 132 777

take command  
**COMMANDER**



## OTHER INFORMATION

### FULL TERMS

Information and pricing is correct at time of printing. All pricing is inclusive of GST.

This information is a summary only. Visit [www.commander.com/customer-terms](http://www.commander.com/customer-terms) for our Standard Form of Agreement, Fair Use and Acceptable Use policies, which set out terms and conditions on which we provide our products and services.

### USAGE INFORMATION

For information about your current usage levels please contact Customer Service by calling 132 777.

### MOBILE ROAMING

Please be aware that calls made and data used whilst roaming overseas are not included in your Standard Usage and can be very expensive, as data and calls are charged differently from how they are within Australia. See [www.commander.com/international-roaming](http://www.commander.com/international-roaming) for further details.

### EMAIL BILLING

Commander is committed to reducing our environmental footprint and our standard method for bill delivery is email. Paper billing is available as an option for a monthly fee of \$2.95. To opt in to paper billing, please contact Customer Service.

### PAYMENT METHOD

Payment by Direct Debit from a bank account is free of surcharges. Charges apply for other payment methods. For details see the Schedule of Fees & Charges on our website or contact Customer Service.

### CONTACT US

We are dedicated to excellence in servicing our business customers. If you have any questions regarding your service, call our Customer Service team on 132 777 8am - 7pm AEST, Monday to Friday or visit [www.commander.com/contact-us](http://www.commander.com/contact-us)

If for some reason you are not satisfied with the service received, please inform us of your issue. If we are unable to resolve your issue to your satisfaction, please visit [www.commander.com/compliment-complaint](http://www.commander.com/compliment-complaint)

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. You can contact the TIO by visiting [www.tio.com.au](http://www.tio.com.au) or by calling 1800 062 058.

THANK YOU FOR CHOOSING COMMANDER  
FOR YOUR BUSINESS COMMUNICATIONS.

[www.commander.com](http://www.commander.com)

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