



Complete Biz Bundle ADSL

CRITICAL INFORMATION SUMMARY INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION

The Complete Biz Bundle is designed to provide you with an nbn-ready phone, internet and business utilities solution which you can easily transition over when nbn™ is available in your area. (1 x PSTN, 1 x IP (Internet Protocol) & 1 x Broadband service).

MINIMUM CONTRACT TERM

24 Month

BUNDLING ARRANGEMENTS

By bundling three (3) services you receive:

- a discount of \$65.85 per month off the total Stand-alone monthly access fees for the services; and
 - a waiver of normal set up fees (must have active phone line).
- All three services must be active for the discount to be applied. If you cancel or transfer away any active service, the monthly \$65.85 discount will no longer be available and your minimum monthly access fee will revert back to the monthly Stand-alone charge per service. Not available with any other offer.

KEY DETAILS

COMMANDER PHONE OFFICE SERVICE	SMART BIZ ACCESS COMPLETE (PSTN PHONE)	BUSINESS BROADBAND UNLIMITED COMPLETE (ADSL)
Commander Phone plans provide your business with an Office Phone service delivered via your internet connection, also known as VoIP or IP telephony, so you can make and receive phone calls.	The Smart Biz Access Complete plan is an office phone service for standard phone lines for making voice calls or run your EFTPOS/ security system. You can transfer your existing office phone service or activate a new service with Commander (for a new service, set up fees may apply).	The Business Broadband plan is an internet service offered on our network or where our network is not available, using wholesale services supplied to us.

An Internet service with minimum 100/100 Kbps per concurrent call is required for a Commander Phone service. You will be supplied with the fastest speed available at your location - ADSL2+ or where ADSL2+ is not available, ADSL.

Call types not listed, optional Value Added Services and any equipment required to operate the service are charged in addition to the Monthly Access Fee. The Complete Biz Bundle is not available for resale or high volume telemarketing purposes. Commander's Acceptable Use Policy applies: commander.com.au/legal/customer-terms

HARDWARE

You will be supplied with an IP handset at no cost whilst your service is with Commander.

Supporting Internet connectivity hardware is required to use this service. You may use your own modem or a Business Gateway can be provided - see 'Information about Pricing'. The Business Gateway is pre-configured, customer self-installed and supports mobile broadband backup for Internet telephony calls when an eligible Commander IP Voice service is bundled on the same account. For more information: commander.com.au/phone/business-continuity Please note that support is only available for Commander approved modems. For a list of approved modems, call Customer Service on 132 777.

INFORMATION ABOUT THE PRICING

Monthly Access Fee	\$99 (additional \$20 per month charge for a regional exchange)
Setup Cost	Waived for Complete Biz Bundle
Early Termination Charge	If you cancel or transfer away one service, the bundle discount is not available, the fee for remaining services will be the Stand-alone Monthly Access Fee (MAF) & an Early Termination Fee (ETF) may apply. - Smart Biz Access Complete: ETF = \$10 x months remaining Stand-alone MAF: \$34.95 p/m - Business Broadband Unlimited Complete: ETF = \$45 x months remaining Stand-alone MAF: \$89.95 p/m - Commander Phone Office: ETF = \$16.70 x months remaining Stand-alone MAF \$44.95 p/m A handset non-return fee of \$300 may apply if handset not purchased upfront. Commander Phone Essentials Cordless; ETF = \$12.50 x months remaining Stand-alone MAF \$39.95 p/m. A Handset non-return fee of \$200 may apply if handset is not purchased upfront.

MINIMUM TOTAL COST

A Business Gateway can be purchased for \$129 upfront or on a Monthly Repayment Option (MRO). A \$29.90 P&H fee applies for handset and modem delivery.



Modem Option	BYO	Upfront Payment	12 Monthly Payments	24 Monthly Payments
Modem Cost	N/A	\$129.00	\$20.00	\$12.00
Minimum Total Cost (incl. plan over contract term)	\$2,376.00	\$2,534.90	\$2,645.90	\$2,693.90

CALL RATES

Plan Rates	COMMANDER PHONE OFFICE SERVICE	SMART BIZ ACCESS COMPLETE (PSTN PHONE)
Standard Local Calls	Unlimited	20c per call
National Calls	Unlimited	20c per minute
Calls to Mobiles	25c per minute	39c per minute
Cost of 2 Minute Call to AU Mobile	50c	78c
Calls to 13/1300 Numbers	44c per call	44c per call
FREE CALLS made from your Commander service to any other office or mobile service on the same account. 24 hours a day, 7 days a week.		
BUSINESS BROADBAND UNLIMITED COMPLETE		
Included Data Allowance	Unlimited	
Cost of 1MB/ Excess Data Charges (per MB)	Not applicable	

INSTALL

You are required to install the handset(s) supplied with your Commander Phone service, including any associated cabling, network configuration and any routers and/or switches within your network to allow the Commander Phone service to work. Valet Install is available at an additional charge, for more information please speak to your Commander representative or call Customer Service on 132 777.

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 for full terms.

USAGE INFORMATION

For information about current usage levels log into 'My Account' at takecommand.com.au or contact us.

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.

PAYMENT METHOD

Payment by Direct Debit from a bank account does not incur fees. Charges apply for other payment methods. For details, see your invoice, our Schedule of Fees & Charges on our website, or contact us.

CONTACT US

We are dedicated to excellence in servicing our customers and have lots of ways for you to keep in touch:

- Online at our website contact page or Live Chat;
- Email us at customerservice@commander.com;
- Call us on 132 777, 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 try to fix it. If 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 or by calling 1800 062 058.

**THANK YOU FOR CHOOSING COMMANDER
FOR YOUR BUSINESS COMMUNICATIONS.**