

Dedicated Access ADSL

CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT SERVICE

SERVICE DESCRIPTION

The Dedicated Access plan is an Internet service ordered over the copper network either using our own infrastructure or infrastructure supplied to us by our wholesale partners. This service is designed to provide Voice only Data channels in support of Commander's IP Voice services. This plan is subject to availability at your location. Your current plan could overlap with the rollout of the nbn in your area. NBN availability can be checked using our Rollout Map commander.com.au/support/internet-bundles/rollout-map.

SETUP FEE

\$229 on 24 month plan or \$0 on 36 month plan.

MINIMUM CONTRACT TERM

24 or 36 Month

KEY DETAILS

The Dedicated Access includes Unlimited Voice data included. Speeds are between the Network Termination Unit at your premises to our Point of Presence. Actual speeds within your premises will be affected by various internal and external factors such as number of end-users, hardware/software, source of traffic, cable distance and cable quality.

STANDARD INSTALLATION REQUIREMENTS

Standard Installation is included with your plan and is provided to the first telephone point in your premises along with an NBN suitable Gateway/modem. A 240 volt power supply is required and you must ensure such a power supply is available. In the event of a

power outage, your services will not work unless you maintain a back-up battery.

If you take up dedicated access service, you will not be able to move back to a copper service. Fibre services are provided to the Network Termination Device (NTD), you may need to undertake your own additional work to make other points in the Premises fibre-ready. If a New phone line is required there will be an additional Setup fee of \$299. Some installations require additional cabling from the MDF to the first point (socket) in your premises. If you do not already have cabling in place an additional fee of \$299 applies.

HARDWARE

A Business Gateway modem is included - not optional. \$20 P&H fee applies for modem delivery.

The Business Gateway is pre-configured, customer self-installed and includes instant activation with 4G Backup, if bundled with an eligible IP Voice plan on the same account. 4G Backup provides an alternative Internet connection for Internet telephony calls when your fixed Internet service has failed or is waiting to be activated (not available in all areas).

For more information: commander.com.au/support/internet-bundles/business-continuity.

Optional: The modem can be installed as part of a Valet Installation Service for an additional \$89.00.

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 PRICING

MONTHLY ACCESS FEE

\$44.00

TOTAL MINIMUM COST

Including relevant setup fee and \$20 Business Gateway Delivery

24 Month	36 Month
\$1305	\$1604

EARLY TERMINATION CHARGE

If you cancel the service within the contact term, Early Termination Fees (ETF) will apply. ETF is calculated as 50% of the monthly access fee, multiplied by months remaining on the agreement.

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.