

# Business One Commander Phone

## CRITICAL INFORMATION SUMMARY

### SERVICE AND PRICE INFORMATION

Commander Phone is a hosted PBX phone service which is delivered via your Internet connection. It is feature rich and allows you to transfer calls, set up hunt groups, put calls on hold and much more. Handsets are not included and can be added for additional charges. 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. In the event of a power outage, your Commander Phone services will not work unless you maintain a back-up battery solution. This service has a 1-month, 24-month, 36-month or 60-month minimum term applicable.

### PRICING

Commander Phone	Business One Commander Phone			
Contract Term	Month to Month	24 Month	36 Month	60 Month
Minimum Monthly Access Fee	\$45	\$45	\$42	\$40
Minimum Cost	\$45	\$1,080	\$1,512	\$2,400
Standard Local Calls	Included			
National Calls to Standard Fixed Lines	Included			
Calls to Standard Australian Mobiles	Included			
13/1300 Calls	44c per call			
Commander to Commander Calls	FREE CALLS made from your Business one 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	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

1, 24, 36 & 60 Months

### EARLY TERMINATION CHARGE

Month to month plans have no early termination fees (ETF). The ETF for 24, 36 and 60 month plans are \$10 x months remaining in the contract. For example, if you sign up for 36 months and cancel in month 12, you will pay \$240, which is \$10 x 24 months remaining.

If you're purchasing additional hardware in order to access the service, for example a Commander Phone Handset on a Monthly Repayment Option (MRO), cancelling within the repayment period will trigger early repayment of the hardware calculated as the MRO x months remaining in the hardware repayment contract. For example, if you are paying \$10 per month over 24 months for a cordless handset and you cancel the Commander Phone service after 12 months, you will pay \$120 which is \$10 x 12 months remaining.

## OTHER INFORMATION

### BUNDLING ARRANGEMENTS & DISCOUNTS

The Business One Commander Phone Plan can be bundled with a Business One Broadband Plan to receive a bundle discount. You are eligible for a Business One Commander Phone Plan for \$0 for every Business One Broadband Plan you keep active. This is delivered via a \$45, \$42 or \$40 bundle discount on your Commander Phone Plan. Only one discount applies per Business One Broadband plan.

If you cancel your Business One Broadband Plan, transfer it away or change it to a different NBN plan, you will lose the \$45, \$42 or \$40 (contract dependant) discount and start paying the full price for the Business One Commander Phone Plan.

You will also receive a discount if you bundle more than 5 Business One voice services together on the same account. If you maintain between 5 and 9 active Business One voice services, you will receive \$5 off each fully charged service. If you maintain more than 10 active Business One voice services, you will receive \$10 off every fully charged service. This offer is applicable across Commander Phone, Commander SIP and NBN Business Line services. If the

number of active Commander voice services falls below the minimum threshold of 5 or 10 services, the applicable discount is removed and services charged at the full rate.

## KEY DETAILS

Your Commander Phone Monthly Access Fee includes Calls listed as per the table above. The table 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.

## USAGE INFORMATION

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

## 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](http://commander.com.au/customer-terms), or contact us on 132 777.

## HOW WE CALCULATE EARLY TERMINATION FEES

If you're signing up for the 24, 36 or 60 month plan and you leave within the contract period, you will be charged \$10 x months remaining in the contract. For example, if you sign up for 36 months and cancel in month 12, you will pay \$240, which is \$10 x 24 months remaining.

If you're repaying hardware in order to access the service, for example Commander Phone Handsets, then cancelling the associated service will trigger a lump sum early repayment of the hardware on the next bill. For example, if you are paying \$10 per month over 24 months for a cordless handset and you cancel the Commander Phone service after 12 months, you will pay \$120 which is \$10 x 12 months remaining.

## STANDARD INSTALLATION REQUIREMENTS

You are required to install any equipment (such as Commander Phone handsets or Commander Business Modems) that you purchase with your Commander services. You are also responsible for any associated cabling, network configuration and any routers and/or switches within your network to allow the services to work.

## HARDWARE

You can use the service via our desktop Soft Phone app on Mac or PC without paying anything extra. Commander provides a range of handsets for additional fees. Contact us for more information about our handsets.

Handset	Upfront Fee	24 Month Repayment Option
Cordless	\$199	\$10/mth
Desk	\$199	\$10/mth
Office	\$249	\$12/mth

Handset	Upfront Fee	24 Month Repayment Option
Executive	\$299	\$15/mth

If you use this service in conjunction with the Commander Business Modem 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](http://commander.com.au/phone/business-continuity)

## 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.

## 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](http://commander.com.au) contact page;
- Email us at [customerservice@commander.com](mailto:customerservice@commander.com); or
- Call us on 132 777 (Check our website for opening times).

## 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 unable to resolve your issue to your satisfaction, please visit [commander.com.au/customer-terms/complaints-policy](http://commander.com.au/customer-terms/complaints-policy)

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](http://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/customer-terms](http://commander.com.au/customer-terms) for full terms.

THANK YOU FOR CHOOSING COMMANDER FOR YOUR BUSINESS COMMUNICATIONS.