Welcome to Take Command

Welcome to Take Command, your online account management tool. You have joined thousands of satisfied customers who enjoy the convenience of managing their account online, 24/7.

Using Take Command, you can view your account details, make payments, request new services, make changes to your account, set up usage alerts, plus much more.

To help you get started please take a few moments to read this booklet. If you can’t find all the answers in this booklet contact our Customer Care team at customerservice@commander.com.

My Username:
Getting Started

Welcome to Take Command, your free online billing and account management tool.

To get started go to www.takecommand.com.au and enter your username and password.

ACCESSING SUB MENUS & ADDITIONAL SECTIONS

To access any of the sub menus on the site, simply click on the main heading in the left hand menu bar and a drop down list of menu items will appear. In some areas of the site, you will be able to access additional information and functions by clicking on headings and links within a page.

My Account

The My Account section allows you to view and update your Take Command login details. You can set password hints, update your email address or change your password here.

Updating your email address here will change the primary email address associated with your account for correspondence. It will not change your billing email address.
Account Details

The Account Details section allows you to manage your account details for each account you have with Commander.

You can view your account balance and update your contact details and correspondence address by clicking on the links within the page.

If you have multiple accounts with Commander, you can view the details of each of your accounts by clicking on the relevant account number in the drop down box at the top right of the page.

SUB SECTION | DESCRIPTION
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Account Summary | To view your account balance and update contact details

Account Details - Account Summary

Switch between your different accounts here
In the Billing section, you can keep track of your current bills and call costs, view previous bills, make payments and even search on itemised calls. You can search for calls based on specific time periods, call duration, call cost and phone numbers used.

You can also customise your bill by choosing how much detail or itemisation you would like to see for your account or services.

**SUB SECTION** | **DESCRIPTION**
--- | ---
**My Bills** | To view current and previous bills, payments received and make payments
**Call Itemisation** | To keep track of your call costs and search for calls that have been made
**Bill Customisation** | To choose how much detail you would like to see on your bill

### Billing - Call Itemisation

*Image: Call Itemisation interface with fields for start and end dates, call duration, cost, and search options.*
Payments

In the Payments section you can make payments safely and securely online and view details of all payments made to your account.

You can choose the amount and when to pay your bill via your selected credit card. Commander accepts Mastercard, Visa, American Express and Diners Club cards (credit card surcharges apply - see Commander SFOA - Schedule of Fees and Charges for details).

Please note payments can take time to process, particularly if they have been made by cheque.

SUB SECTION  DESCRIPTION
Payment History  To view details of all payments made to your account
Make a Payment  To make payments on your bill safely and securely
**Services**

The Services section allows you to manage the details of your Commander services by selecting a service from the list.

In this section you can add or change the name of the service (Service Label) as it appears on your invoices (eg. Head Office Phone or John’s mobile), add or update Cost Centres and more.

You can also keep an eye on your unbilled usage by viewing any allowances used or calls made since your last invoice. Please note that call data is not live, and will be on average 3 days behind, and also that charges may not be accurate as they may not take into account any discounts or fleet call charges.

**SUB SECTION**

**Maintain Services**

To manage the details of your services and view unbilled usage

**Activate SIM**

To activate a new or replacement SIM for your mobile service(s)
Services - Activate SIM Card

This section allows you to activate your SIM card for a new mobile service or change the SIM card for an existing mobile service.

To activate or change a SIM, click on the mobile phone number you would like to activate/swap from the list shown, and follow the steps to submit an activation request.
Data Manager

The Data Manager section allows you to view and manage the details of your Commander ADSL services.

It also allows you to monitor your data usage for your broadband, mobile broadband or mobile services.

In this section you can request data top ups, track and monitor your data usage, create and modify email addresses on your ADSL accounts, view the IP address list for your ADSL services and change your ADSL authentication password.

**SUB SECTION**

**Data Top Up Request**

To request a data top up when you have reached your download limit

**Data Top Up History**

To view previous data top ups

**DESCRIPTION**

**My Usage**

To monitor your download quotas online

**My Usage History**

To view your data usage for the current day or previous months

**Email Management**

To create email addresses or log into Webmail

**IP Management**

To view the IP address list for your ADSL services

**Network Password**

To change your ADSL network password
Using alerts you can keep track of your mobile spend, data usage and even set reminders for when your next bill is due. A standard alert will be pre-set for your mobile and/or ADSL account. You can set additional alerts based on usage or spend and we will send you a text message when these thresholds are reached.

Call and data records are not always up to date so this feature should be used as a guide only. We recommend that you take this into account when setting your alert thresholds.

**SUB SECTION**

**All Alerts**

To view a summary of all your current alerts

**Mobile Service**

To set alerts for your mobile services based on the percentage of call allowance used

**DESCRIPTION**

**Budget Limit**

To set alerts for your mobile services based on set budget amounts

**Data Usage**

To set alerts for your mobile services based on the amount of data used

**Tolling Increase**

To set an alert to show when your spend for a mobile service has increased compared to the previous month

**Billing Reminders**

To set an alert to show when your next bill is due
Alerts - How to Set an Alert

1. Click on ‘Add Alert’
2. Select the service you would like to set the alert for
3. Choose what you would like to call the alert
4. Set the trigger points for when you would like to receive the alert (eg. when you have used 80% of your mobile data allowance or included value)
5. Choose how you would like to receive the alert (via SMS or Email, where applicable)

Alerts - Managing Your Alerts

The “All Alerts” section allows you to view and manage all of the alerts you currently have active. To edit an existing alert, simply select it by clicking on the Alert Name in the list.
This section allows you to generate reports on your voice services, including detailed call reports, types of calls made, allocation of costs to each Cost Centre, and summarised costs for each call type.

**SUB SECTION**

**Standard Reports**

**DESCRIPTION**
To generate a range of standard reports on your calls, cost centre allocations and costs

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**Standard Reports**

**Detailed Call Report**
Displays everything related to the call summary.

**Call Analysis by Call Category**
Provides a breakdown of call categories e.g. local calls, calls to mobile, national calls, along with a snapshot of percentage of total calls and grouped cost.

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**Cost Centre Bill Allocation**
Displays a breakdown of the cost (amount) allocation to each Cost Centre configured in the system. You can filter by cost centre before creating the report or view all.

**Cost Summary Analysis**
Provides a grouped breakdown of costs for each product and type of charge (e.g. Product = Telephone lists all call types separately and displays a total cost summary for each item).

**Inbound Call Report**
Provides a report for specified 1800 and/or 13/1300 Inbound numbers to view all call logs.

**Unallocated Service Analysis**
Provides a report which shows all services not associated/assigned to a Cost Centre. The services listed will display any charges generated against them including GST.
Tracking

The Tracking section enables you to keep track of work orders in progress or completed, view your login history, and check the status of any faults that have been identified or requests you have made.

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<thead>
<tr>
<th>SUB SECTION</th>
<th>DESCRIPTION</th>
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<tbody>
<tr>
<td>Order History</td>
<td>To view the status of work orders</td>
</tr>
<tr>
<td>Login History</td>
<td>To view your Take Command login history</td>
</tr>
<tr>
<td>Faults</td>
<td>To view the status of any faults that have been reported for your services</td>
</tr>
<tr>
<td>Other Requests</td>
<td>To view the status of any requests that you have made regarding your services</td>
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Contact Us

If you would like to contact us, you’ll find all the contact details you need in the Contact Us section of Take Command.

Or if you would prefer, just complete the Contact Us form and your query will be directed through to the relevant area.
Handy Contacts

CUSTOMER SERVICE  EMAIL
132 777  customerservice@commander.com

SALES ENQUIRIES  EMAIL
132 777  accountmanagement@commander.com

Account Security

Be sure to keep your login details in a safe place to ensure only the authorised users and account holders have access to your account information.

If you have forgotten your password, simply click on ‘Forgotten Details’ on the login page of Take Command to reset your password or receive a password hint.

TAKE COMMAND OF YOUR BUSINESS