



# Dedicated Access ADSL

## ADSL1 OR ADSL2+

### CRITICAL INFORMATION SUMMARY

#### INFORMATION ABOUT THE SERVICE

##### SERVICE DESCRIPTION

The Zone 1, 2 & 3 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. To setup this service you need to Transfer an existing PSTN line or order a new PSTN line with Commander. The Broadband service is bundled over this line. The MAF displayed is the Total bundle price. 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

Modem is included - Not optional. (\$19.95 Shipping & Handling applies). The modem is customer self installed and auto-configured or 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.

##### MINIMUM CONTRACT TERM

36 months.

##### KEY DETAILS

The Zone 1, 2 & 3 Dedicated Access includes ADSL1 or ADSL2+ . Unlimited Voice data included.

\*Speeds quoted 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.

#### INFORMATION ABOUT THE PRICING

CONTRACT TERM	Zone	Setup Fee	Monthly Fee	Total
36MTHS	Zone 1	-	\$44.00	\$1,603.95
	Zone 2 / 3	-	\$69.00	\$2,503.95

##### EARLY TERMINATION CHARGE

Termination fees apply if either component of the underlying services are cancelled or taken away to another carrier within the contract period. The termination charge is calculated as the monthly fee multiplied by the remaining months of the contract period.

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

132 777

COMMANDER



## OTHER INFORMATION

### FFULL 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 or logon to the Take Command Portal.

### 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. 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 062058.

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

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

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