



# Commander Smart SIP Max Plus

## CRITICAL INFORMATION SUMMARY

### INFORMATION ABOUT THE SERVICE

#### MINIMUM CONTRACT TERM

1 Month, No Lock In Contract

#### SERVICE DESCRIPTION

Commander Smart SIP Max Plus plans provide your business with an nbn<sup>a</sup>-ready phone service delivered via your Internet connection, sometimes referred to as Internet or IP telephony. Smart SIP Max Plus (PRI) is designed to carry voice calls from your ISDN enabled Phone system.

Some ISDN PRI features are not compatible with Smart SIP Max Plus including 64k clear channel (data calls), user-to-user messaging or any other D channel application. These plans are not available for resale or high volume telemarketing purposes.

#### KEY DETAILS

Your Commander Smart SIP Max Plus service allows you to make and receive phone calls. Your Monthly Access Fee includes line rental and Commander to Commander calls\*. The table below specifies other call types that are included specific to your Smart SIP Max Plus plan. Call types not listed, optional Value Added Services and any equipment required to operate your service are charged in addition to your Monthly Access Fee.

If you use this service in conjunction with the Business Gateway hardware and a Commander Internet service on the same account, our Business Continuity feature is enabled free of charge.

Business Continuity 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)

#### MINIMUM TOTAL COST

\$2,075.00

#### STANDARD INSTALLATION REQUIREMENTS

An Internet service with a minimum of 100/100 Kbps per concurrent call is required for a Commander Smart SIP Max Plus service. You can utilise an existing internet connection or request a new one from Commander. Applicable internet rates apply.

To use a Commander Smart SIP Max Plus service, you will need a high-speed internet service (broadband), a SIP capable modem/router and a SIP-enabled PBX or ISDN enabled PBX with a Commander Voice Gateway (PRI). These can all be sourced additionally from Commander if required; please speak to your Commander representative for more information.

#### BUNDLING ARRANGEMENTS

Bundle your Commander Smart SIP Max Plus plan with Commander Electricity and you can receive 20% off the Commander Smart SIP monthly access fee when you pay on time. Electricity offer available to certain areas and selected meter configurations in NSW, VIC and SA only. Telco discount only applies from the first bill after your premises has been connected with Commander Electricity which may be up to 90 days after the sale. Not available with any other offer. Discount is discontinued if electricity is canceled or transferred from Commander.

### INFORMATION ABOUT PRICING

#### MINIMUM COSTS & FEES

Plan	Minimum Contract Term	Monthly Access Fee	Minimum Total Cost
SIP PLUS 5Max Plus	1 Month, No Lock In Contract	\$350.00	\$2,075.00
Additional SIP Channel		\$70.00	\$115.00

A minimum of 5 channels applies (SIP PLUS 5) to each service. Single channels may be purchased after the minimum.

#### HARDWARE

A Voice Gateway for Smart SIP Max Plus (PRI) must be purchased, which is \$1500 outright or \$62.50 per month over 24 months plus a \$19.95 P&H fee. The Voice Gateway is pre-configured and customer self-installed. An internet connection and supporting connectivity hardware is required to use this service. You may use your own modem or a Business Gateway can be purchased separately.

#### EARLY TERMINATION CHARGE

If you cancel the service within the contract term, Early Termination Fees (ETF) will apply. ETF is calculated at \$300 per SIP channel, pro rated over the contract term. The balance or any equipment purchased on a monthly repayment plan must also be paid.



**CALL RATES**

The table below shows standard call rates for the Commander Smart SIP Max Plus plan. Timed calls are billed in 1 second increments.

Standard Call Type	Local Calls	National Calls	Calls to Mobiles	Calls to 13/1300 Numbers	Commander to Commander Calls
Call Rates	Included	Included	Included	38.5c per call	FREE CALLS made from your SIP 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.

For details of charges for usage types that are not listed, please contact 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](http://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](http://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](mailto: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](http://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](http://tio.com.au) or by calling 1800 062 058.

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