



# RAPID 40

## MOBILE PLAN

### CRITICAL INFORMATION SUMMARY

#### INFORMATION ABOUT THE SERVICE

##### SERVICE DESCRIPTION

The Rapid 40 mobile plan is for a post-paid mobile service offered using the Optus Mobile Digital Network. For Mobile network coverage information, including 4G coverage information, visit [www.commander.com/mobiles/mobile-coverage](http://www.commander.com/mobiles/mobile-coverage). You can transfer your existing mobile number or activate a new number with Commander.

##### MOBILE PHONE OPTIONS

You have an option to select a handset from the range of latest mobile phones at [www.commander.com/mobile-phones](http://www.commander.com/mobile-phones). The mobile phone of your choice can be purchased Outright or alternatively for an additional fee each month with a Monthly Repayment Option (MRO).

##### MINIMUM CONTRACT TERM

24 months.

##### KEY DETAILS

The Rapid 40 mobile plan includes \$550 Standard Usage value and 1GB of Included Mobile Data. \$550 Standard Value applies to Standard National Calls, Calls to 13/1300/1800 Numbers and Call Forward. You pay an additional amount for calls that are not part of the Standard Usage value and data usage in excess of your Included Mobile Data. Your unused Standard Usage and Mobile Data value expires monthly.

##### PLAN CHANGES

If you change your plan during your contract term, a fee may apply. Contact Customer Service on 132 777 for more information.

#### RATE S AND OTHER CHARGES

Your \$550 included value is utilised based on the Standard Usage rates below. All calls are charged in 1 minute increments.

STANDARD USAGE	RATE
Minimum Monthly Access Fee	90c per minute, plus 40c connection fee. Total Cost of a 2 minute call = \$2.20. If you restricted your use solely to Standard National Calls each of 2 minutes in duration, you could make 250 calls.
Standard National SMS	No Charge
Standard National MMS	No Charge
Voicemail* Deposits & Retrievals	No Charge
Call Forward	90c per minute, plus 40c connection fee.
Commander to Commander Calls	No charge for calls made from your mobile service to another mobile or office phone on the same Commander account.
Mobile Data	1GB included. Total Cost of 1MB of Data = \$0.04. If you restricted your use solely to Mobile Data.

#### INFORMATION ABOUT PRICING

##### MINIMUM MONTHLY ACCESS FEE

\$40.

##### MINIMUM TOTAL COST

\$960 which is your Monthly Access Fee multiplied by 24 months.

##### EARLY TERMINATION CHARGE

If you cancel the service within the contact term, Early Termination Fees (ETF) will apply. ETF is calculated at 50% of the Monthly Access Fee multiplied by number of months remaining on your contract term plus any remaining monthly Mobile Repayment Fees (MRF).

##### CALLS EXCLUDED FROM MONTHLY INCLUDED STANDARD VALUE

International Calls, International Mobile Roaming, calls to premium numbers or directory assistance, Video Calls and other call types not listed as Standard Usage are charged in addition to the Monthly Access Fee. For details of charges for usage types that are excluded from monthly Standard Usage, please contact Customer Service on 132 777.

##### EXCESS MOBILE DATA USAGE CHARGES

If you exceed your included Mobile Data allowance you will be automatically charged \$15 per 500MB (charged in increments of 500MB) to a maximum of 2GB of excess data. If you exceed 2GB of excess data, further use will be charged at \$0.10/MB. For example, if you use 1.5GB of data during a month, and your included usage is 1GB, you will be billed for an additional 500MB of data (charged at \$15).



COMMON NON-STANDARD USAGE	RATE
Mobile Data Excess Usage	Automatic top ups charged at \$15 per 500MB increments to a maximum of 2GB. If you exceed 2GB, further excess data usage is charged at \$0.10/MB.
13 & 1300 Numbers	90c per minute, plus 40c connection fee.
1800 Numbers	44c per minute.
124 937 Directory Assistance	\$1.75 per call plus cost of connection based on standard call charges, plus 25c per SMS if directory results are sent to you.
SurePage	\$5.50 per month, plus diversion costs of \$0.055 per 30 seconds and \$0.66 per message sent.
COMMON NON-STANDARD USAGE	RATE
*Voicemail Access Fee	\$1.95 per month
Paper Billing Option	\$2.95 per month

Non-standard usage rates provided upon request.

## OTHER INFORMATION

### FULL 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 on 132 777. Usage information can also be found through your Take Command online management tool. [www.takecommand.com.au](http://www.takecommand.com.au). Refer to the Take Command User Guide for instructions.

### MOBILE ROAMING

Please be aware that calls made and data used whilst roaming overseas are not included in your Standard Usage and can be very expensive, as data and calls are charged differently from how they are within Australia. See [www.commander.com/internationalroaming](http://www.commander.com/internationalroaming) for further details.

### 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 on 132 777.

### 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 or visit [www.commander.com/contact-us](http://www.commander.com/contact-us)

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 062 058.

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

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

**132 777**

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