

# Business NBN Broadband



## CRITICAL INFORMATION SUMMARY INFORMATION ABOUT SERVICE

### SERVICE DESCRIPTION

The Business Fibre plans are Internet service provided over the National Broadband Network (nbn™) (FTTP, FTTB, FTTN, FTTC, HFC or Fixed Wireless) and are available in nbn enabled areas. NBN availability can be checked using our Rollout Map [commander.com.au/support/internet-bundles/rollout-map](http://commander.com.au/support/internet-bundles/rollout-map).

### MINIMUM CONTRACT TERM

24 Month

### BUNDLING ARRANGEMENTS

Bundling is optional. A discount will apply to this plan when bundled with an eligible active office phone service on the same Commander account. An active office phone service can be a standard Smart Voice or Smart Biz plans. If you cancel or transfer away the active office phone service, the monthly \$30 discount will no longer be available and your minimum monthly access fee will revert back to per month. See your Critical Information Summary of your Office Phone plan for standalone pricing.

### KEY DETAILS

The NBN Broadband plans include 300GB for the 300GB and Unlimited data for the Unlimited plan. Optional Enhanced Serviced Level Agreements (SLAs) available for an additional \$17.00 per month, Commander Standard Form of Agreement and Acceptable Use Policy applies to this plan, the terms of which can be found at [commander.com.au/customer-terms](http://commander.com.au/customer-terms).

Your data allowance includes uploads and downloads. Your unused data allowance expires monthly. If you use all of your included data within a billing cycle, the speed will be limited to 2Mbps until the next billing cycle commences. Connection Tier refers to the type of nbn™ connection installed at the customer's premises. For more information about these tiers, please visit our website

[commander.com.au/support/internet-bundles/nbn-speeds-explained](http://commander.com.au/support/internet-bundles/nbn-speeds-explained).

For FTTB, FTTC & FTTN customers, until your service is connected we are unable to confirm your maximum attainable speed. If your line does not support your chosen connection tier we will inform you and offer you alternative options.

### STANDARD INSTALLATION REQUIREMENTS

Standard installations are completed without charge to you. Non-standard, additional or subsequent installations including but not limited to NBN Professional Install or Valet Offerings may require you to pay additional charges. Any cabling that is required in your premises beyond the Network Boundary Point is your responsibility.

If you're in a newly constructed building and not already connected to the nbn, nbn Co may charge you a once-off New Development charge of \$300 (inc GST). A 240 volt power supply may be required to power the equipment. In the event of a power outage, your services will not work unless you maintain a back-up battery. If you take up a Fibre to the Business service, you may not be able to move back to a copper service.

### HARDWARE

You may use your own modem or a Business Gateway can be provided. The Business Gateway is pre-configured, customer self-installed and includes instant activation with 4G Backup. 4G Backup provides an alternative Internet connection (max. speeds up to 12 Mbps) when your fixed Internet service has failed or is waiting to be activated (not available in all areas).

For more information: [commander.com.au/support/internet-bundles/business-continuity](http://commander.com.au/support/internet-bundles/business-continuity). Please note that support is only available for Commander approved modems. For a list of approved modems, call Customer Service on 132 777.

## INFORMATION ABOUT PRICING

### MONTHLY ACCESS FEE

See Pricing Table for Monthly Access Fee. (Plan dependent)

### TOTAL MINIMUM COST

See Pricing Table for Total Minimum Cost. (Plan dependent)

### COST OF 1GB OF DATA

Plan	Standard Plus	Premium
300GB Data	\$0.32	\$0.40
Unlimited Data	Not Applicable.	

### EARLY TERMINATION CHARGE

If you cancel the service within the contact term, Early Termination Fees (ETF) will apply. ETF is calculated as 50% of the monthly access fee, multiplied by months remaining on the agreement.

## PRICING TABLE

Plan Name	300GB Data	300GB Data + Speed Upgrade	Unlimited Data	Unlimited Data + Speed Upgrade
Monthly Access Fee	\$75.00	\$100.00	\$95.00	\$120.00
Minimum Total Cost	\$1,800.00	\$2,400.00	\$2,280.00	\$2,880.00

Above pricing table excludes any promotional discounts.

## 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.