

NBN Business Line

CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT SERVICE

SERVICE DESCRIPTION

Commander NBN Business Line plans are offered as an Office Phone service for delivery over an NBN Service. You can transfer your existing Office Phone service or activate a new service with Commander. NBN Business Line plans are not available for resale or high-volume telemarketing services. Commander is responsible in supplying these services to our customers and we have no other affiliation or relationship with our wholesalers outside of our wholesale agreements. Bundling is optional and there is no mandatory equipment required as part of the service. Depending on the contract term you have agreed to, the minimum term is 12, 24 or 36 months. Details are listed below.

INFORMATION ABOUT PRICING

Business Line	Connect	Calling	Premium
Minimum Monthly Access Fee	\$20	\$60	\$85
Minimum Cost (36 Months term)	\$2280 Includes a monthly access fee of \$95(\$20 NBN Business Line Connect and \$75 for NBN 300GB Data Plan)	\$2160	\$3060
Minimum Cost (24 Months term)	\$1080	\$1440	\$2040
Minimum Cost (12 Months term)	\$540	\$720	\$1020
Standard local calls	PAYG	Included	Included
National calls to standard fixed lines	PAYG	Included	Included
Calls to standard Australian mobiles	PAYG	PAYG	Included
13/1300 calls	PAYG	PAYG	Included
Commander to Commander Calls	FREE CALLS made from your NBN Business Line 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		
International calls	PAYG	PAYG	PAYG

PAYG RATES (PAYG)

Call Types	Rate
Standard local calls	20c per call
National calls to standard fixed lines	20c per minute
Calls to standard Australian mobiles	39c per minute
13/1300 calls	44c per call
International calls	Please visit: https://www.commander.com.au/support/office-phones/international-calls

For details of charges for usage types that are not listed, please contact Customer Service on 132 777.

MINIMUM CONTRACT TERM

12, 24 or 36 Months

BUNDLING ARRANGEMENTS

Connect Plan Discount: The NBN Business Line Connect plan is only available when bundled with a Commander NBN Broadband service at the same physical site. If the Commander NBN Broadband is cancelled or transferred to another service provider, the monthly access fee will increase to \$45 per month.

NBN Bundle Discount: By bundling NBN Business Line Calling or Premium plan with a Commander NBN Broadband at the same physical site you can receive \$30 off the Commander NBN Broadband access fee. If the Commander NBN Business Line is cancelled or transferred to another service provider, the monthly access fee will revert to the standalone charge.

Multi-Line Discount: \$30 Multi-line discount is applied to all Business Line Premium plans at the same physical site, once one service is charged at full price.

HARDWARE

If you use this service in conjunction with the Business Gateway hardware and a Commander Internet service on the same account, our 4G Backup feature is enabled free of charge. 4G Backup 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](https://www.commander.com.au/phone/business-continuity)

EARLY TERMINATION CHARGE

If you cancel the service within your contract term (whether you are on a 12, 24, or 36-month minimum term), Early Termination Fees (ETF) will apply per service. ETF is calculated at \$10.00 per service for each plan, multiplied by the number of months remaining on your contract term. Maximum ETF charges: on the 12-month service is \$120; on the 24-month service is \$240; and on the 36-month service is \$360.

KEY DETAILS

Your NBN Business Line service Monthly Access Fee includes line rental and Commander to Commander calls. The table listed above specifies other call types that are specific to your NBN Business Line plan. Call types not listed, as well as optional Value-added services and any equipment required to operate your service are charged in addition to your Monthly Access Fee. This service is not appropriate if you require an uninterrupted phone service with access to 000 emergency services and will not function in the event of a power failure. Commander does not offer Priority Assistance.

PAYMENT OPTIONS

Payment by Direct Debit from a bank account does not incur additional fees or charges. Additional charges apply for other payment methods. For details, see your invoice, our Schedule of Fees & Charges on our website commander.com.au/customer-terms, or contact us on 132 777.

SERVICE AVAILABILITY

Services may not be available to all areas, premises or customers. If we are unable to connect all your requested services, we will attempt to contact you to discuss further options first or, if we can't contact you after making reasonable attempts, we will cancel your order. You must inform us if the service is intended to be used in conjunction with a disability or medical service, back to base alarm or is intended to carry data services such as Fax, EFTPOS or HiCaps. These services may not be supported or may require an alternative service or additional equipment. Calls to some International destinations are blocked by default due to high risk of fraud. You may arrange with Commander to unblock these destinations, upon accepting full responsibility for payment for any calls from your service made to these destinations.

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 for full terms.

USAGE INFORMATION

For information about your current usage levels log into 'My Account' at <https://www.takecommand.com.au/#/login/>

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.

CONTACT DETAILS

We are dedicated to excellence in servicing our customers and have lots of ways for you to keep in touch:

- Online at commander.com.au contact page or Live Chat;
- Email us at customerservice@commander.com;
- Call us on 132 777 (Tech Support available 24/7, Customer Service and Billing available 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 do our best to fix it. If you feel that we were unable to resolve your issue to your satisfaction, please visit 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 or by calling 1800 062 058.

THANK YOU FOR CHOOSING COMMANDER FOR YOUR BUSINESS COMMUNICATIONS.