

# Commander SIP Connect

## CRITICAL INFORMATION SUMMARY

### INFORMATION ABOUT SERVICE

#### SERVICE DESCRIPTION

Commander SIP Connect plans provide your business with an nbn-ready phone service delivered via your Internet connection, sometimes referred to as Internet or IP telephony. Commander SIP is designed to carry voice calls from your SIP capable Phone system or gateway device. These plans are not available for resale or high volume telemarketing purposes. A minimum of 2 channels applies to each service. Single channels may be purchased after the minimum at the same rate. 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 1, 24, 36, 48 or 60 months. Details are listed below.

### INFORMATION ABOUT PRICING

Contract Term	Commander SIP Connect	Min. 2 Channel	Per Additional Channel
1	Monthly Access Fee	\$70	\$35
	Total Minimum Cost	\$70	\$35
24	Monthly Access Fee	\$60	\$30
	Total Minimum Cost	\$1,440	\$720
36	Monthly Access Fee	\$50	\$25
	Total Minimum Cost	\$1,800	\$900
48	Monthly Access Fee	\$50	\$25
	Total Minimum Cost	\$2,400	\$1,200
60	Monthly Access Fee	\$40	\$20
	Total Minimum Cost	\$2,400	\$1,200

A minimum of 2 channels applies to each service. Single channels may be purchased after the minimum.

Call Types	Rate
Standard local calls	20c per call
National calls to standard fixed lines	20c per minute
Calls to standard Australian mobiles	25c per minute
13/1300 calls	44c per call
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	Please visit: <a href="https://www.commander.com.au/support/office-phones/international-calls">https://www.commander.com.au/support/office-phones/international-calls</a>

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

#### MINIMUM CONTRACT TERM

1, 24, 36, 48 or 60 Months

#### 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 with in your contract term (whether you are on a 24, 36, 48 or 60-month minimum term), Early Termination Fees (ETF) will apply per service. ETF is calculated at \$10.00 per channel for each plan, multiplied by the number of months remaining on your contract term. Maximum ETF charges: on the 24-month service is \$480; on the 36-month service is \$720; on the 48-month service is \$960; and on the 60-Month service is \$1200.

#### KEY DETAILS

Your Commander SIP service allows you to make and receive phone calls. Your Monthly Access Fee includes line rental and free internal calls. The Information About Pricing section specifies other call types that are included in your Commander SIP 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. This service may not be appropriate if you require an uninterrupted phone service with access to 000 emergency services. The service will not function in the event of a power failure. Priority Assistance is not available on this service

## 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](http://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. An Internet service with a minimum of 100/100 Kbps per concurrent call is required for a Commander Smart SIP Max service. You can utilise an existing Internet connection or request a new one from Commander. Applicable Internet rates apply. To use a Commander SIP service, you will need a high-speed Internet service (broadband), a SIP capable modem/router and a SIP-enabled PBX. These can all be sourced additionally from Commander if required; please speak to your Commander representative for more information. 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 makes 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](http://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](http://commander.com.au) contact page or Live Chat;
- Email us at [customerservice@commander.com](mailto: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](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.