



PROFESSIONAL INSTALL

Professional Installation & Services

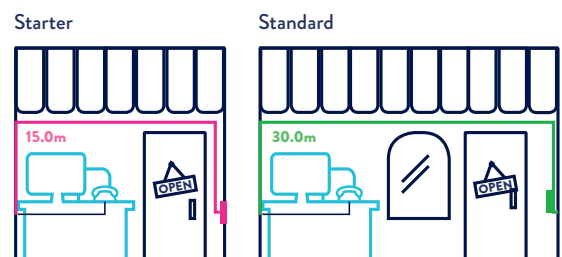
Our Professional Install service gives your business the peace of mind of having a trained technician visit you on-site to set up your Commander solution. The technician will help set up the newly purchased devices, test them and provide basic training for your users. We highly recommend this service if you are planning to set up more than one Commander device.

What's included	Type	Charge (Incl. GST)	Description
<p>What's included</p> <ul style="list-style-type: none"> ✔ Set up ordered devices ✔ Test calling display ✔ Test incoming calls & basic/standard line hunt ✔ Command Central training ✔ Call Features training ✔ Return travel up to 100 kilometres from local Commander presence <p>What's not included</p> <ul style="list-style-type: none"> ✘ Connecting or Reconnecting Wi-Fi & other devices to network ✘ Connecting other Commander devices unless ordered separately ✘ Cabling work unless ordered separately ✘ IT troubleshooting ✘ Customising complete handset setup. Training provided will allow user to customise as required ✘ Waiting for port completion ✘ Downloading/Connecting Mobile App 	Professional Install	\$159 (per site)	Standard call-out charge per site (waived for any site installing 2 or more handsets on 24 or 36 month agreements)
		\$49 (per handset)	Standard on-site installation for each handset (waived for any site installing 2 or more handsets on 24 or 36 month agreements)
	Modem (per device)	\$89	Standard on-site installation of one Commander supplied modem.
	Switches (per device - already onsite)	\$89	Standard on-site installation of one Commander supplied switch.
	On-site Service Call	\$199	Post installation service call for attendance at site
	Extended Travel Surcharge	\$165	Travel to extended coverage post codes (100km - 200km return travel).
	Failed Ticket of Work (FTOW)	\$155	Failed service call due to customer fault. Includes missed appointment, faulty equipment or incorrect information provided.

Professional Install provides physical installation only. Anything not listed as included is the customer's responsibility (e.g. any associated cabling, network, router or switch configuration required for Commander service to work). Any non-standard labour or materials (cabling, routers &/or switches) can be supplied at an additional cost. Pricing is per site based on a single visit.

Cabling

Service Type	Upfront Charge	24 Mths MRO	Description
Starter	\$99	\$5	Price per socket with cables up to 15m each. Property with suspended ceiling lower than 3m high.
Standard	\$159	\$8	Price per socket with cables up to 30m each. Property with suspended ceiling lower than 3m high.
Complex	POA	POA	Complex installs where Starter or Standard do not apply



Professional Install cabling pricing is provided as an estimate to be confirmed by technician once on-site. Estimates based on standard commercial building (single floor, drop ceilings under 3m high & stud walls). Includes Cat 6 cable, face plate, patch lead & associated fixings. MRO is Monthly Repayment Option over 24 - balance must be paid if cancelled early.