

# Business Line

## Critical Information Summary

### Service & Price Information

#### Service Description

Business Line services are basic phone lines connected via the Internet, also known as VoIP or IP Telephony. They are generally used to connect standard phones or devices such as EFTPOS machines or faxes. You can transfer your existing Office Phone service or activate a new service with Commander.

Business Line is available as an add-on to accounts with Commander nbn or IP Voice services and is not available as a stand-alone service. Business Line services are not available for resale or high-volume telemarketing.

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.

#### Minimum Contract Term

1 month.

#### Pricing

Business Line Plan – Minimum Contract Term	1 Month
Prepaid Monthly Access Fee (per service) <sup>1</sup>	\$20
Minimum Total Cost <sup>2</sup>	\$20
Standard Local, National & Mobile Calls <sup>3</sup>	Unlimited
13/1300 Calls <sup>4</sup>	\$0.44 per call
International Calls	See website: <a href="#">International Call Rates</a>

1. Monthly Access Fees are charged one month in advance. 2. Minimum Total Costs are calculated as the monthly access fee multiplied by the minimum contract term. Excludes hardware costs. 3. Standard Local, National & Mobile Calls are calls generated whilst in Australia to numbers within Australia (unless stated otherwise). Charges apply for calls to 13/1300 numbers & international calls. 4. 13/1300 calls are charged per call & include SecuriDial 8 digit 13 calls. For all other charges, see our Schedule of Fees & Charges [commander.com.au/sofac](http://commander.com.au/sofac).

#### Discounts

Not applicable.

#### Bundling Arrangements

Not applicable.

#### Hardware

Business Line services require hardware to operate, which you may have already purchased as part of your Commander nbn® Broadband service. You can use Business Line via the FXS port on your Commander Business Modem or via an Analogue Telephone Adapter (ATA).

This equipment can also be purchased separately through Commander, via various payment options including outright or monthly repayments. Contact us on **132 777** for more Information.

## Other Information

### Service Availability

Services may not be available to all areas, premises, or customers. If we are unable to connect all requested services, we'll attempt to contact you to discuss your 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 Business Line service.

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 your service makes to these destinations.

If you use this service in conjunction with a Commander Business Modem and 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. See [commander.com.au/phone/business-continuity](https://commander.com.au/phone/business-continuity).

In the event of a power outage, your Business Line services will not work unless you maintain a back-up battery solution.

### Hardware Installation Requirements

You are required to install any equipment (such as Commander Business Modems or ATAs) that you purchase with your Commander services.

You are responsible for any additional charges for work that may be identified during hardware installation and is required to allow the services to work. These charges may include cabling, network configuration, routers and/or switches etc. within your network.

### Plan Changes

Not applicable.

### Usage Information

For information about current usage levels, log in to "My Account" at [takecommand.com.au](https://takecommand.com.au).

### 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 and our Schedule of Fees & Charges on our website [commander.com.au/customer-terms](https://commander.com.au/customer-terms), or contact us at 132 777.

### 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-us](https://commander.com.au/contact-us)
- Email us at [customerservice@commander.com](mailto:customerservice@commander.com)
- Call us on 132 777 (Check our website for opening hours).

### Complaint Handling

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/complaints-complaints](https://commander.com.au/legal/complaints-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](https://tio.com.au) or by calling 1800 062 058.

### 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](https://commander.com.au/legal/customer-terms) for full terms.

### Online Safety

The eSafety Commissioner provides a range of educational material about staying safe online: [esafety.gov.au/](https://esafety.gov.au/)

A range of certified Family Friendly Filters can be found on the Communications Alliance website:

[commsalliance.com.au/Activities/isp/fff](https://commsalliance.com.au/Activities/isp/fff)

**Thank You for Choosing Commander for Your Business Communications.**