

# Business One Broadband (NBN Bundle)

## CRITICAL INFORMATION SUMMARY

### SERVICE AND PRICE INFORMATION

The Business One Broadband Bundle combines an Unlimited Business One nbn™ Internet service with a Business One Voice service or a Business One Commander Phone service. Business One Voice 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. Commander Phone is a hosted PBX phone service which is also delivered via your Internet connection. Handsets are not included and can be added for additional charges. 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. In the event of a power outage, your Business One Bundle services will not work unless you maintain a back-up battery.

### PRICING

| Product Name                           | Business One Bundle   | Business One Bundle + Speed Upgrade<br><small>(not available on Fixed Wireless)</small> |
|--|---|---|
| Minimum Monthly Access Fee             | \$95  | \$110   |
| Minimum Cost (60-month term)           | \$5,700   | \$6,600   |
| Data Included                          | Unlimited   |   |
| NBN Speed Tier                         | Standard Plus (nbn50) or FW+*   | Premium (nbn100)  |
| Subsequent Installation Charge         | Upfront charges for nbn subsequent installation are waived  |   |
| Modem Options                          | Included in 60-month plan, or bring your own  |   |
| Phone Service Included                 | Business One Voice OR Business One Commander Phone  |   |
| Standard Local Calls                   | Unlimited   |   |
| National Calls to Standard Fixed Lines | Unlimited   |   |
| Calls to Standard Australian Mobiles   | Unlimited   |   |
| 13/1300 Calls                          | 44c per call  |   |
| Commander to Commander Calls           | FREE CALLS made from your Business One Voice or Business One Commander Phone 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:<br><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.

\*nbn Fair Use Policy applies for nbn Fixed Wireless Services. See details below.

### MINIMUM CONTRACT TERM

60 Months

### EARLY TERMINATION CHARGE

If you cancel the broadband service within your 60-month term you will be charged \$20 x the number of months remaining. If you are purchasing additional hardware such as a Commander Phone Handset or an Analogue Telephone Adapter (ATA) on a Monthly Repayment Option (MRO), cancelling within the repayment period will trigger early repayment of the hardware. This is calculated as the MRO x months remaining in the hardware repayment contract. For example, if you are paying \$10 per month for a Commander Phone Handset and you have 12 months left of the 24-month term when you cancel, you will be charged \$120 upon cancellation of the Commander Phone service.

## OTHER INFORMATION

### BUNDLING ARRANGEMENTS

By bundling 2 services you are charged a monthly bundled access fee of \$95 or (+ speed upgrade) \$110. If you cancel or transfer the Business One Commander Phone or Business One Voice line away, you will still be charged the bundled rate. If you cancel the Business One Unlimited NBN plan or transfer it away and leave your Commander Phone or Voice service active it will revert to the

standard price of \$45 per month (plus any hardware charges). If you remove the speed upgrade your price will revert to \$95 per month.

### PLAN CHANGES

You can add and remove the speed upgrade if your speed requirements change at any time throughout your contract.

### USAGE INFORMATION

For information about current usage levels log into 'My Account' at [takecommand.com.au](https://www.commander.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, 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.

## HOW WE CALCULATE EARLY TERMINATION FEES

If you cancel the broadband service within your 60-month term you will be charged \$20 x the number of months remaining.

If you are repaying hardware on a monthly repayment option (MRO) and you cancel within your repayment term, any remaining instalments will be charged upon cancellation. For example, if you are paying \$10 per month for a Commander Phone Handset and you have 12 months left of the 60-month term when you cancel, you will be charged \$120 upon cancellation of the Commander Phone service.

## STANDARD INSTALLATION REQUIREMENTS

You are required to install any modems, handset(s) or ATAs that you purchase with your Commander services. You are also responsible for any associated cabling, network configuration and any routers and/or switches within your network to allow the services to work. Professional Install for your Commander Services is available at an additional charge, for more information please speak to your Commander representative or call Customer Service on 132 777.

If you've selected to receive the Commander Business Modem it comes ready for self-installation and will automatically configure when it's plugged in for the first time.

Standard installs are completed without charge to you. If a new nbn service is required, no upfront charges apply for the installation. Any cabling that is required in your premises beyond the Network Boundary Point is your responsibility. If you are transferring an existing nbn service, it will affect your Internet service and may also affect voice or other services associated with it. There may be downtime whilst the transfer is being completed and it may result in early termination fees and/or plan charges from your current provider, which you are responsible for. If you're in a newly constructed building and not already connected to the nbn, nbn Co may charge us a \$300 New Development Charge, which we will pass on to you.

## HARDWARE

Hardware options are included in the table above. The Business Modem is pre-configured for self-installation and includes instant activation with 4G Backup.

4G Backup provides an alternative Internet connection (up to 12/1 Mbps) and Internet telephony calls when your fixed Internet service has failed or is pending activation (not available in all areas). For more information about 4G Backup visit:

[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. A 240-volt power supply is required.

## NBN SPEED

nbn50, Fixed Wireless Plus (FW+) and nbn100 refer to the wholesale speed tiers provided to us by NBN Co Ltd. These speed tiers have a

theoretical maximum attainable speed of 50, 75 or 100 Mbps respectively outside of peak hours. The actual speeds that you experience will be slower than the theoretical maximum for your technology type and speed tier due to factors such as the quality and layout of copper wiring forming part of your connection, distance from the exchange, congestion on the network, weather, rain and electrical interference. For more information about these speed tiers, please visit our website:

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

If your service is connected to the nbn via FTTC, FTTB or FTTN (Fibre to the Curb, Building or Node respectively), and your maximum attainable speed falls below the nbn50 or nbn100 speed tier level you've purchased, we will contact you to determine if you would like to stay on the plan you've chosen or offer you other alternatives. Your maximum attainable speed can only be determined once your service is activated on the NBN.

If your service is connected to the nbn via Fixed Wireless, your service is subject to the nbn Fair Use Policy, more details can be found at: [nbnco.com.au/utility/fixed-wireless-fair-use-policy](http://nbnco.com.au/utility/fixed-wireless-fair-use-policy).

## SERVICE AVAILABILITY

FOTP, FTTB, FTTN, FTTC (Fibre to The Premises, Building, Node or Curb respectively), HFC (Hybrid Fibre Coaxial) or FW (Fixed Wireless) are available in nbn enabled areas. NBN availability can be checked using our Rollout Map available at [commander.com.au/support/internet-bundles/rollout-map](http://commander.com.au/support/internet-bundles/rollout-map).

## MOVING BACK TO COPPER

If you take up this service, you will not be able to move back to a copper service. This service may not be appropriate if you require an uninterrupted phone service with access to 000 emergency services. Priority Assistance is not available on this service.

## 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](http://commander.com.au/contact-us);
- Email us at [customerservice@commander.com](mailto:customerservice@commander.com);
- Call us on 132 777 (Check 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/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.

## 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.

**THANK YOU FOR CHOOSING COMMANDER FOR YOUR BUSINESS COMMUNICATIONS.**