

# Commander Enterprise Ethernet

## CRITICAL INFORMATION SUMMARY

### SERVICE AND PRICE INFORMATION

The Commander Enterprise Ethernet is an Unlimited symmetrical Internet service, it is direct fibre from the end user premises back to the nbn™ network. 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 Commander Enterprise Ethernet services will not work unless you maintain a back-up battery.

#### PRICING

All prices in this summary include GST

nbn™ Speed Tier	100/100	200/200	500/500	1000/1000*
CDB Zone Monthly Access Fee	\$320	\$420	\$620	\$820
CBD Zone Total Min. Cost (Over 36 months)	\$11,520	\$15,120	\$22,320	\$29,520
Zone 1,2,3 Monthly Access Fee	\$450	\$550	\$750	\$950
Zone 1,2,3 Total Min. Cost (Over 36 months)	\$16,200	\$19,800	\$27,000	\$34,200
Included Data	Unlimited			
Enhanced Service Level Agreements	Priority Network Support 12 Included			
Fibre Build Cost	Price dependent as per service qualification - Quote will be provided			

\*Due to nbn™ equipment and network limitations actual speeds may not reach this bandwidth, the actual speed is capped at 952Mbps.

#### MINIMUM CONTRACT TERM

36 Month

#### EARLY TERMINATION CHARGE

If you cancel the Enterprise Ethernet service within your 36-month term you will be charged \$200 x the number of months remaining. For example, if you are paying \$200 per month and you have 12 months left of the 36-month term when you cancel, you will be charged \$2,400 upon cancellation of the Enterprise Ethernet service. Any charges relating to Fibre Build Costs and Business Network Termination Unit are calculated separately and may apply.

## OTHER INFORMATION

#### PLAN CHANGES

You can request to change your speed requirements at any time throughout your contract. Downgrade fee may apply.

#### USAGE INFORMATION

For information about current usage levels contact our friendly customer service team on 13 2777.

#### 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/sofac](http://commander.com.au/sofac), or contact us on 132 777.

## HOW WE CALCULATE EARLY TERMINATION FEES

If you cancel the Enterprise Ethernet service within your 36-month term you will be charged \$200 x the number of months remaining.

For example, if you are paying \$200 per month and you have 12 months left of the 36-month term when you cancel, you will be charged \$2,400 upon cancellation of the Enterprise Ethernet service.

## HARDWARE

You will be required to manage and source a compatible router or firewall at your premises, it is your responsibility to configure and maintain this hardware. Commander will assist as best we can, but ultimately you are responsible for this hardware.

## NBN SPEED

The nbn speed tier refers to the wholesale speed tiers provided to us by NBN Co Ltd. These speed tiers have a theoretical maximum attainable speed by the NBN connection at the highest transmission rate of the nbn network made possible by the technology. For more information on NBN speed tiers is available at [nbnco.com.au/business/product-and-technical-information/enterprise-ethernet/speed](http://nbnco.com.au/business/product-and-technical-information/enterprise-ethernet/speed).

The actual speeds that you experience can be slower than the theoretical due to a few factors within your business (Local-Area-Network (LAN)):

- Wi-Fi connection to your router rather than via an Ethernet LAN cable
- The number of simultaneous users accessing the local network and/or internet service at any one time
- Quality and condition of any internal data cabling
- Performance and configuration of your network equipment
- The use of Proxy software installed or VPN on your end device(s) or network equipment.

## CLASS OF SERVICE (CoS)

Commander supports Low CoS, this delivers traffic as Excess Information Rate (EIR) and as such is “best efforts” More information on the CoS can be found at [nbnco.com.au/business/product-and-technical-information/enterprise-ethernet/speed](http://nbnco.com.au/business/product-and-technical-information/enterprise-ethernet/speed).

## SERVICE AVAILABILITY

Not available in all areas, subject to a service qualification. Fibre build costs may apply.

## 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.