

# Business One Mobile (12 Months)

## CRITICAL INFORMATION SUMMARY

### SERVICE & PRICE INFORMATION

#### SERVICE DESCRIPTION

Business One Mobile plans deliver a post-paid mobile service over the Optus 4G Plus Mobile Network which enables you to make and receive calls, send and receive messages, and access mobile data via a compatible handset. You can transfer your existing mobile number to Commander or be allocated a new number. For Mobile network coverage information visit:

[commander.com.au/mobiles/mobile-coverage](http://commander.com.au/mobiles/mobile-coverage).

#### PRICING

All pricing is GST inclusive.

| Plan Details & Monthly Inclusions  | 25        | 35      | 45       | 65       | 85       | 115      |
|--|-----------|---------|----------|----------|----------|----------|
| Minimum Monthly Access Fee (per month)   | \$25      | \$35    | \$45     | \$65     | \$85     | \$115    |
| Total Minimum Cost* (12-month term)  | \$300     | \$420   | \$540    | \$780    | \$1,020  | \$1,380  |
| Mobile Data (within Australia)   | 10 GB     | 30 GB   | 60 GB    | 80 GB    | 120 GB   | 180 GB   |
| National Calls<br>- To AU fixed/mobile/13/1300/1800 numbers                              | Unlimited |         |          |          |          |          |
| International Call Minutes<br>- International Direct Dial (IDD) to 58 eligible countries | N/A       | 50 mins | 300 mins | 300 mins | 300 mins | 300 mins |
| Voicemail Deposits & Retrievals  | Unlimited |         |          |          |          |          |
| Call Forward (within Australia)  | Unlimited |         |          |          |          |          |
| National SMS/MMS   | Unlimited |         |          |          |          |          |
| International SMS/MMS (originating within Australia)                                     | Unlimited |         |          |          |          |          |

\*Excludes bundle/promo discounts, excess use & hardware costs.

Monthly Access Fees and Inclusions are pro-rated in your first month of activation and expire at the end of each billing period.

Plan inclusions are for usage generated whilst in Australia to a service within Australia (unless stated otherwise). Unused inclusions expire at the end of each billing cycle.

Maximum number of 50 Business One Mobile services per customer.

#### MINIMUM CONTRACT TERM

12 months.

#### SHARED DATA

Your plan's included Mobile Data and top ups are automatically shared across Business One Mobile & CorePlus plans (only) on the same account. If you don't want to share data between your mobiles, please contact us to move your services to separate billing accounts. Note: Bundle discounts may not apply on separated mobile bills.

#### INTERNATIONAL CALL MINUTES

Your plan's included International Call Minutes allow calls to 58 eligible countries only - see the list of eligible countries for your plan at [commander.com.au/mobiles/sim-plans](http://commander.com.au/mobiles/sim-plans). If you call a non-eligible country or your IDD usage exceeds the number of included minutes, additional charges will apply - see Mobile IDD Rates at [commander.com.au/support/mobiles](http://commander.com.au/support/mobiles).

#### BUNDLE DISCOUNT

When you bundle a Business One Mobile plan with an eligible Business One Voice or Broadband product on the same account for a minimum term of 12 or 24 months, you will receive a monthly \$5 Mobile Bundle Discount on each Business One Mobile service.

#### HARDWARE

Use your own compatible handset or purchase a new one from Commander. Handsets may be purchased separately and paid for Outright on your next bill.

## OTHER CHARGES

All usage types not listed as included in your plan, are charged in addition to the Monthly Access Fee.

| Other Usage                  | Charge \$  |
|------------------------------|--|
| Mobile Data Excess Usage     | \$10 per 1GB (Automatic Data Top Ups)  |
| International Mobile Roaming | Check website <a href="http://commander.com.au/support/mobiles">commander.com.au/support/mobiles</a> |

You will receive SMS/email warnings when data use reaches 50%, 85% and 100% of your plan's included Mobile Data. If you use all included/shared Mobile Data, automatic data top ups are applied to your account and are charged \$10 per 1GB top up. No maximum applies to the number of top ups that can be applied against Mobile Data Excess Usage within one billing cycle.

For all other charges, please see our Schedule of Fees & Charges at [commander.com.au/sofac](http://commander.com.au/sofac).

## PLAN CHANGES

You may change to a lower or higher plan within the Business One Mobile plan family at any time during your minimum contract term, without penalty fees.

## HOW WE CALCULATE EARLY TERMINATION FEES

If you cancel within the minimum contract term, Early Termination Fees (ETF) apply, calculated at 50% of the Monthly Access Fee multiplied by the number of months remaining on contract term (plus any excess usage & remaining MRO handset repayments if applicable).

## ACCESS TO VALUE ADDED SERVICES

Voicemail is enabled upon activation. If a Voicemail box is not used for a period of 120 days or longer it may be deleted by the Network Carrier, together with any messages still in the Voicemail box.

International Direct Dial (IDD) access is enabled upon activation for plans with included International Call Minutes only. Access will allow calls to all IDD country destinations. Applicable rates will apply for calls to non-eligible countries.

International Roaming is barred upon activation for all plans.

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## 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 current usage levels log into 'My Account' at [takecommand.com.au](http://takecommand.com.au) or contact us.

### 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.

### 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/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 operating 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.

THANK YOU FOR CHOOSING COMMANDER FOR YOUR BUSINESS COMMUNICATIONS.