

# Business One SIP

## CRITICAL INFORMATION SUMMARY

### SERVICE AND PRICE INFORMATION

The Business One SIP Plan is a Commander SIP Plan. Commander SIP services are basic phone lines, or channels, connected via the Internet, also known as VoIP or IP telephony. They are generally used to connect SIP capable phone systems or gateway devices to the telephone network. You can transfer your existing Office Phone service or activate a new service with Commander. A minimum of 2 SIP channels are required and single channels can be purchased after the minimum at the same rate. Commander SIP 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. Equipment is generally required to access the service. In the event of a power outage, your Commander SIP services will not work unless you maintain a back-up battery solution. This service has a 1-month or 60-month minimum term applicable.

### PRICING

| Commander SIP                             | Business One SIP<br>Month to Month  | Business One SIP<br>60-Month |
|---|---|------------------------------|
| Minimum Monthly Access Fee<br>Per channel | \$45  | \$40                         |
| Minimum Cost<br>For minimum of 2 channels | \$90  | \$4,800                      |
| Standard Local Calls                      | Included  | Included                     |
| National Calls to Standard Fixed Lines    | Included  | Included                     |
| Calls to Standard Australian Mobiles      | Included  | Included                     |
| 13/1300 Calls                             | 44c   | 44c                          |
| Commander to Commander Calls              | FREE CALLS made from your Business One SIP 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.

### MINIMUM CONTRACT TERM

1 Month or 60 Months.

Minimum 2 channels required.

### EARLY TERMINATION CHARGE

If you're signing up for the 60-month plan and you leave within the contract period, you will be charged \$10 x months remaining for each channel in the contract. For example, if you sign up for 60 months and cancel in month 36, you will pay \$240 per channel, which is \$10 x 24 months remaining.

If you're purchasing additional hardware in order to access the service, for example a Commander Business Modem, on a Monthly Repayment Option (MRO), cancelling within the repayment period will trigger early repayment of the hardware calculated as the MRO x months remaining in the hardware repayment contract. For example, if you are paying \$10 per month over 24 months for a modem and you cancel the Commander SIP service after 12 months, you will pay \$120 which is \$10 x 12 months remaining.

### OTHER INFORMATION

#### KEY DETAILS

Your Commander SIP Monthly Access Fee includes channel rental, local calls, national calls and calls to Australian mobiles. Call types not listed, as

well as optional Value-added services and any equipment required to operate your service are charge in addition to your Monthly Access Fee.

This service is not appropriate if you require an uninterrupted phone service with access to 000 emergency services and will not function in the event of a power failure. Commander does not offer Priority Assistance.

## USAGE INFORMATION

For information about current usage levels log into ‘My Account’ at <https://www.takecommand.com.au/#/login/>

## 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

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## STANDARD INSTALLATION REQUIREMENTS

You are required to install any equipment (such as Commander Business Modems) 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.

## HARDWARE

An Internet connection and supporting connectivity hardware is required to use this service. If you use this service in conjunction with the Commander Business Modem hardware and a Commander 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. For more information: [commander.com.au/phone/business-continuity](http://commander.com.au/phone/business-continuity)

## SERVICE AVAILABILITY

Services may not be available to all areas, premises or customers. If we are unable to connect all your requested services, we will attempt to contact you to discuss further 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 Commander SIP service. You can utilise an existing Internet connection or request a new

one from Commander. Applicable Internet rates apply. To use a Commander SIP service, you will need a high-speed Internet service (broadband), a SIP capable modem/router and a SIP-enabled PBX. These can all be sourced additionally from Commander if required; please speak to your Commander representative for more information.

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 from your service makes to these destinations.

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.

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## CONTACT DETAILS

We are dedicated to excellence in servicing our customers and have several ways for you to keep in touch:

- Online at [commander.com.au](http://commander.com.au) contact page;
- Email us at [customerservice@commander.com](mailto:customerservice@commander.com); or
- Call us on 132 777 (Check website for our 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/customer-terms/complaints-policy](http://commander.com.au/customer-terms/complaints-policy)

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. It should be noted that the TIO 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/customer-terms](http://commander.com.au/customer-terms) for full terms.

THANK YOU FOR CHOOSING COMMANDER FOR YOUR BUSINESS COMMUNICATIONS.