

# Mobile Broadband 12 Months

## CRITICAL INFORMATION SUMMARY

### INFORMATION ABOUT THE SERVICE

#### SERVICE DESCRIPTION

Mobile Broadband is a postpaid data only service that delivers Internet access over the Optus 4G Plus Mobile Network for use within Australia.

Commander Mobile Broadband plans can be activated on new services only. Existing services cannot be transferred from other providers.

#### MINIMUM CONTRACT TERM

12 months.

#### KEY DETAILS

Mobile Broadband plans allow you to use the Internet over a 3G/4G mobile network connection utilising your own compatible device.

Your minimum Monthly Access Fee includes an amount of Data as specified in the table below. Both uploads and downloads are counted toward your Included Data.

Inclusions are for usage generated whilst in Australia to a service within Australia only. Unused inclusions expire at the end of each billing cycle. Additional charges apply for excess data usage and are applied as automatic Data Top Ups.

You may change to a higher plan at any time during your minimum contract term, without penalty fees. To change to a plan with a Monthly Access Fee lower than the plan you originally signed up to, whilst in contract, you are required to pay out the applicable Early Termination Fees.

#### SHARED DATA ALLOWANCE

Your plan's Included and Top Up data is automatically shared across eligible services on Mobile Broadband shared plans and on the same account.

If you don't want to share data, please contact us to move your services to separate billing accounts. Note: Data cannot be shared with Mobile Voice services.

#### HARDWARE REQUIREMENTS

Commander does not supply modems or tablets. You will need to use your own network compatible device to use this service.

4G network access is only available on this plan if used with a device that is compatible with Optus LTE mobile network frequencies: 700/1800/2100/2300/2600 MHz. services.

#### SERVICE AVAILABILITY

The service is not available in all areas and the service speed you experience depends on a number of factors, including your equipment, the quality and location of your mobile coverage, and the applications that you are using.

Both 3G and 4G mobile network coverage is subject to availability in some areas.

For Mobile network coverage information visit:

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

#### SERVICE LIMITATIONS

Commander Mobile Broadband delivers national data access only. Calls, SMS, MMS, Voicemail and International Roaming are not supported, therefore, the service cannot be used overseas or for non-data traffic.

### INFORMATION ABOUT THE PRICING

PLAN DETAILS	1GB - Shared	20GB - Shared	40GB - Shared
Monthly Access Fee	\$15	\$20	\$40
Monthly Included Data Cost of 1 MB of Data	1GB 0.015c/MB	20GB 0.001c/MB	40GB 0.001c/MB
Total Minimum Cost Over 12 Months	\$180	\$240	\$480

#### EXCESS USAGE CHARGES

You will receive SMS/email warnings when data usage reaches 50%, 85% and 100% of your Included or Shared data allowance. If you exceed your monthly allowance you will be charged \$10 per 1GB for additional usage, as automatic Data Top Ups.

Check your usage via 'My Account' at [takecommand.com.au](http://takecommand.com.au).

#### EARLY TERMINATION

If you cancel within the plan's minimum contract term, Early Termination Fees (ETF) apply. ETFs are calculated as 50% of the Monthly Access Fee, multiplied by the number of months remaining on the contract term at time of cancellation (plus any excess usage, if applicable).

## 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.

### 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.

### PAYMENT METHOD

Payment by Direct Debit from a bank account does not incur fees. Charges apply for other payment methods. For details, see your invoice, our [Schedule of Fees & Charges](#) on our website, or contact us.

### CONTACT US

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

- Online at our website contact page or Live Chat;
- Email us at [customerservice@commander.com](mailto:customerservice@commander.com);
- Call us on 132 777, 8am - 7pm AEST, Monday to Friday.

If for some reason you are not satisfied with the service we provide, please let us know so we can try to fix it. If we are 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**