

# Business NBN Broadband (12 Month)

## CRITICAL INFORMATION SUMMARY

### SERVICE AND PRICE INFORMATION

The Business NBN Broadband plans include 300GB for the 300GB Data plans and Unlimited data for the Unlimited Data plans. These plans are an Internet service provided over the National Broadband Network (nbn™) (FTTP, FTTB, FTTN, FTTC, HFC or Fixed Wireless) and are available in nbn enabled areas. Optional Enhanced Service Level Agreements (SLAs) available from \$24.00 per month, Commander Standard Form of Agreement and Acceptable Use Policy applies to this plan, the terms of which can be found at [commander.com.au/customer-terms](http://commander.com.au/customer-terms). Your data allowance includes uploads and downloads. Your unused data allowance expires monthly. If you use all of your included data within a billing cycle, the speed will be limited to 2Mbps until the next billing cycle commences.

### PRICING

Plan Name	300GB Data Basic	300GB Data Standard	Unlimited Data Basic	Unlimited Data Standard
Monthly Access Fee	\$70.00	\$75.00	\$90.00	\$95.00
Minimum Total Cost	\$840.00	\$900.00	\$1,080.00	\$1,140.00
Monthly Data Allowance	300GB	300GB	Unlimited	Unlimited
Speed Tier	NBN12	NBN25	NBN12	NBN25
Speed Shaping	2Mbps	2Mbps	NA	NA

Above pricing table excludes any promotional discounts.

### MINIMUM CONTRACT TERM

12 Month

### EARLY TERMINATION CHARGE

If you cancel the service within the contract term, Early Termination Fees (ETF) will apply. The maximum ETF for the 300GB Data Basic plan is \$420, for 300GB Data Standard plan is \$450, for the Unlimited Data Basic plan is \$540 and for the Unlimited Data Standard Plan is \$570.

## OTHER INFORMATION

### BUNDLING ARRANGEMENTS

Bundling is optional. A discount will apply to these plans when bundled with an eligible active office phone service on the same Commander account. An active office phone service can be NBN Business line Calling or Premium plan. If you cancel or transfer the active office phone service away, or move to an ineligible plan, the monthly \$30 discount will no longer be available and your minimum monthly access fee will revert back to the access fee specified in the table above. See Critical Information Summary of your Office Phone plan for standalone pricing.

### PLAN CHANGES

You can move between the two plans if your speed requirements change at any time throughout your contract. There is no fee to change plans.

### USAGE INFORMATION

For information about your 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

Your ETF is calculated per bundled service. The ETF is 50% of the Monthly Access Fee multiplied by the number of months remaining on the agreement.

### 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.

### STANDARD INSTALLATION REQUIREMENTS

Standard installations are completed without charge to you. Non-standard, additional or subsequent installations including but not limited to NBN Professional Install or Valet Offerings may require you to pay additional charges. Any cabling that is required in your premises beyond the Network Boundary Point is your responsibility.

If you're in a newly constructed building and not already connected to the nbn, nbn Co may charge you a once-off New Development charge of \$300 (inc GST). A 240 volt power supply may be required to power the equipment. In the event of a power

outage, your services will not work unless you maintain a back-up battery. If you take up a Fibre to the Business service, you may not be able to move back to a copper service.

## HARDWARE

You may use your own modem or a Business Modem can be provided for a \$349 once off charge. The Business Modem is pre-configured, customer self-installed and includes instant activation with 4G Backup. 4G Backup provides an alternative Internet connection (max. speeds up to 12 Mbps) when your fixed Internet service has failed or is waiting to be activated (not available in all areas).

For more information: [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.

## NBN SPEED

Nbn12 and nbn25 refer to the wholesale speed tiers provided to us by NBN Co Ltd. These speed tiers have a theoretical maximum attainable speed of 12 or 25 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 nbn12 or nbn25 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. Fixed Wireless speeds may be significantly impacted by congestion.

## SERVICE AVAILABILITY

Services may not be available to all areas, premises or customers. While we perform preliminary qualification checks upfront for broadband service availability, the type of service offered (nbn™ network FTTP, FTTN, FTTB, FTTC, HFC or FW) may be subject to further qualification checks to determine what is available at your location. If we are unable to connect all your 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.

## 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.

## 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](http://commander.com.au) contact page or Live Chat;
- Email us at [customerservice@commander.com](mailto:customerservice@commander.com);
- Call us on 132 777 (Tech Support available 24/7, Customer Service and Billing available 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 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.