Business nbn® Internet

Critical Information Summary

Service and Price Information

This plan is an Unlimited business nbn® Internet service. Commander is responsible for 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 nbn® services will not work unless you maintain a backup battery.

Pricing

	Standard Plus Speed	Fast Speed	Premium Speed	Superfast Speed	Ultrafast Speed	Superfast Speed	Superfast II Speed	Ultrafast Speed
Pre-paid Monthly Access Fee	$90	$100	$105	$115	$130	$105	$130	$155
Min Cost – 1 mth term with BYO Modem	$90	$100	$105	$115	$130	$105	$130	$155
Data Allowance	Unlimited							
nbn® Technology	HFC / FTTB / FTTC / FTTN / FTTP			HFC Only		FTTP Only		
nbn® Speed	50/20 Mbps	100/20 Mbps	100/40 Mbps	250/25 Mbps	1000/50 Mbps	250/100 Mbps	500/200 Mbps	1000/400 Mbps
Priority Network Support	See pricing table		Priority Network Support 12 (Included Free)	See pricing table		Priority Network Support 12 (Included Free)		
Modem Options	• Use your own Modem (no charge) • Use the Commander Business Modem with 4G Backup ($220 upfront or $20 a month over 12 months)							
Wi-Fi Booster Options (Max of 3 per modem)	• Use your own Wi-Fi Booster (no charge) • Business Commander Wi-Fi Booster ($110 upfront or $10 a month over 12 months each)							

Minimum Contract Term:

1 Month

Other Information

Bundling Arrangements

When you bundle a Business One Mobile plan with a Business nbn® Internet plan 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 (maximum number of 50 Business One Mobile services per customer applies).

Plan Changes

You can add and remove the speed upgrade if your speed requirements change at any time throughout your contract.

Usage Information

For information about current usage levels, log in to "My Account" at takecommand.com.au

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 and our Schedule of Fees & Charges on our website commander.com.au/customer-terms, or contact us at 132 777.

Standard Installation Requirements

You are required to install any modem or Wi-Fi Booster that you purchased with your Commander service. You are also responsible for any associated cabling, network configuration & any routers and/or switches within your network to allow the services to work. For more information, please speak to your Commander representative or call Customer Service on 132 777.

If you've selected to purchase the Commander Business Modem, it comes ready for self-installation and will automatically configure when it's plugged in for the first time.

Standard installs are completed without charge to you. If a new nbn® connection point is required, charges apply, and depending on existing infrastructure, these charges start from $299. If you are transferring an existing nbn® service, it will affect your Internet service and may also affect voice or other services associated with it. There may be downtime whilst the transfer is being completed, and it may result in early termination fees and/or plan charges from your current provider, which you are responsible for. 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® may charge us a $300 New Development Charge, which we will pass on to you.

Hardware

Hardware options are included in the table above. If you are purchasing additional hardware, such as a Commander Business Modem or a Business Wi-Fi Booster, on 12 monthly payments, cancelling within the repayment period will trigger early repayment of the hardware. This is calculated as the MRO x months remaining in the hardware repayment contract.

The Business Modem is pre-configured for self-installation and includes instant activation with 4G Backup. 4G Backup provides an alternative Internet connection (up to 12/1 Mbps) and Internet telephony calls when your fixed Internet service has failed or is pending activation (not available in all areas). For more information about 4G Backup, visit:
commander.com.au/support/internet-bundles/business-continuity.

Please note that support is only available for Commander provided modems. It's your responsibility to ensure your BYO modem is compatible with the nbn® service you have selected, or you may not be able to achieve plan speeds. A 240-volt power supply is required.

nbn® Speed

Standard Plus, Premium, Fast, HFC Superfast, HFC Ultrafast, FTTP Superfast, FTTP Superfast II and FTTP Ultrafast refer to the wholesale speed tiers provided to us by the nbn®. These speed tiers have a theoretical download maximum attainable speed of 50, 100, 100, 250, 1000, 250, 200 and 1000 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 and electrical interference. For more information about these speed tiers, please visit our website: 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 nbn50 or nbn100 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®.

Service Availability

FTTP, FTTB, FTTN, FTTC (Fibre to The Premises, Building, Node or Curb, respectively), HFC (Hybrid Fibre Coaxial) are available in nbn-enabled areas. nbn® availability can be checked using our Rollout Map, available at: commander.com.au/support/internet-bundles/rollout-map.

Priority Network Support (PNS)

If Commander and nbn® are unable to restore a fault within the hours allocated, you will be credited your plan fee for Priority Network Support for that month.

Priority Network Support Options	Hours Allocated	Monthly Access Fee (Inc. GST)
Priority Network Support 12 (90 Days)	12	$180 (Once off)
Priority Network Support 12	12	$20
Priority Network Support 8	8	$30

Moving Back To Copper

If you take up this service, you will not be able to move back to a copper service. This service may not be appropriate if you require an uninterrupted phone service with access to 000 emergency services. Priority Assistance is not available on this service.

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
- Email us at customerservice@commander.com
- Call us on 132 777 (Check our 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 we are unable to resolve your issue to your satisfaction, please visit: 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 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 for full terms.

Online Safety

The eSafety Commissioner provides a range of educational material about staying safe online: esafety.gov.au/

A range of certified Family Friendly Filters can be found on the Communications Alliance website: commsalliance.com.au/Activities/ispi/fff

Thank You for Choosing Commander for Your Business Communications.