



# Business Bundle

## Premium



### CRITICAL INFORMATION SUMMARY

#### INFORMATION ABOUT THE SERVICE

##### SERVICE DESCRIPTION

This is an office phone and broadband bundle delivering an office phone service for standard phone lines as well as broadband internet service on our own network, or where our network is not available, using wholesale services supplied to us by Telstra.

You can transfer your existing office phone and broadband services or activate new services with Commander.

##### MINIMUM CONTRACT TERM

24 Month

##### BUNDLING ARRANGEMENTS

Bundling is optional. By bundling two (2) services you receive:

- a discount off the total stand-alone monthly access fees for the services bringing the total monthly access fee of \$119; and
- a waiver of normal set up fees (must have active phone line).

All services must be active for the discount to be applied. If you cancel or transfer away any active service, the monthly discount will no longer be available and your minimum monthly access fee will revert back to the monthly standalone charge per service. Premium PSTN stand-alone \$99 or Premium Broadband stand-alone \$90.

##### KEY DETAILS

The Business Bundle - Basic Plan Monthly Bundle Fee includes PSTN Line Rental, Standard Local and National Calls and Unlimited data. Included data is based on the greater of the uploaded or downloaded traffic. You pay an additional amount for making other types of calls.

You will be supplied with the fastest speed available at your location - ADSL2+ or ADSL where ADSL2+ is not available. A maximum of ten (10) Business Bundles may be combined on a single account. Plan is subject to service availability at your location. Business Bundle plans are not available for resale or high volume telemarketing purposes and are only available to new customers.

##### HARDWARE

We can supply you with an optional modem for free of charge and a \$19.95 shipping and handling fee applies, or you may use your own modem. Please note that support is only available for Commander approved modems. For a list of approved modems, call Customer Service on 132 777.

#### INFORMATION ABOUT THE PRICING

##### MONTHLY ACCESS FEE

\$119 for a single PSTN Phone service and Broadband Bundle for a Metro exchange. Additional \$20 applies to Regional exchange

##### SETUP FEE

No setup fee.

##### MINIMUM TOTAL COST

\$2875.95 with optional modem. This includes a \$19.95 shipping and handling fee for the modem. Additional \$20 per month charge applies for regional areas.

##### EARLY TERMINATION CHARGE

If you cancel either the Phone or Broadband service, the remaining service will be charged at the full price. Early Termination Fees (ETF) apply. Phone ETF is calculated as \$10 multiplied by the number of months remaining on the contract term. Broadband ETF is calculated as \$45.00 multiplied by the number of months remaining on the contract term. Maximum ETF is \$1320.00 (ETF calculation for metro only).

##### CALL RATES

This plan includes Standard Local, National, Mobile and 13/1300 Voice Calls. All other call types are charged in addition to the Monthly Access Fee. For details of charges for usage types that are not listed, please contact Customer Service on 132 777.

##### EXCESS DATA USAGE CHARGE

Not 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.**