



# Complete Biz Bundle

nbn™

## CRITICAL INFORMATION SUMMARY

### INFORMATION ABOUT THE SERVICE

#### SERVICE DESCRIPTION

The Complete Biz Bundle combines a Commander Phone Office or Essentials Cordless Hosted Voice service with an Unlimited 12/1Mbps nbn™ internet service and a SmartBiz Fibre Access IP (Internet Protocol) phone service.

#### MINIMUM CONTRACT TERM

24 Month

#### BUNDLING ARRANGEMENTS

By bundling three (3) services you receive:

- a discount off the total stand-alone monthly access fees for the services bringing the total monthly access fee of \$99; and
- a waiver of normal set up fees (must have active phone line).

All three 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. Not available with any other offer.

#### KEY DETAILS

COMMANDER PHONE SERVICE (ESSENTIALS CORDLESS OR OFFICE)	NBN SMART BIZ FIBRE ACCESS COMPLETE (IP VOICE)	UNLIMITED 12/1MBPS NBN™
Commander Phone plans provide your business with an Office Phone service delivered via your internet connection, also known as VoIP or IP telephony, so you can make and receive phone calls.	The Smart Biz Fibre Access Complete plans provide your business with a service delivered via your internet connection, also known as VoIP or IP telephony, so you can make and receive phone calls or run your EFTPOS/security system.	The Unlimited 12/1Mbps nbn™ plan is an internet service provided over the National Broadband Network (nbn™) and is available in nbn enabled areas.

In the event of a power outage, your Complete Biz Bundle services will not work unless you maintain a back-up battery. 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.

#### ABOUT INTERFACE SPEEDS:

Interface speeds are not equivalent to download/upload speeds achievable in practice. Actual download and upload speeds will be affected by many external factors which include the number of end-users using the service at

once, hardware, software and software configuration, connection method within the premises and type/source of content being downloaded.

#### HARDWARE

We can supply you with an optional modem (\$19.95 P+H applies) or you may use your own. Please note, support only available for Commander approved modems & FTTN or FTTP installations require an nbn™ approved modem. For a list of approved modems, call Customer Service on 132 777. A 240 volt power supply is required.

### INFORMATION ABOUT THE PRICING

Monthly Access Fee	\$99
Minimum Total Cost	\$2405.90 including \$29.90 P+H for modem & handset over 24 Month contract term
Setup Cost	Waived for Complete Biz Bundle
Early Termination Charge	If you cancel or transfer away one service, the bundle discount is not available, the fee for remaining services will be the Stand-alone Monthly Access Fee (MAF) & an Early Termination Fee (ETF) may apply. Commander Phone Essentials Cordless; ETF = \$12.50 x months remaining StandAlone MAF; \$39.95 p/m. A Handset non-return fee of \$200 may apply if handset is not purchased upfront. - Smart Biz Fibre Access Complete: ETF = \$10 x months remaining   Stand-alone MAF: \$34.95 p/m - Unlimited 12/1Mbps nbn : ETF = \$45 x months remaining   Stand-alone MAF: \$89.95 p/m - Commander Phone Office : ETF = \$16.70 x months remaining   Stand-Alone MAF \$44.95 p/m   A handset non-return fee of \$300 may apply if handset not purchased upfront. Commander Phone Essentials Cordless; ETF = \$12.50 x months remaining StandAlone MAF \$39.95 p/m. A Handset non-return fee of \$200 may apply if handset is not purchased upfront.



**CALL RATES**

Plan Rates	COMMANDER PHONE SERVICE (ESSENTIALS CORDLESS OR OFFICE)	NBN SMART BIZ FIBRE ACCESS COMPLETE (IP VOICE)
Standard Local Calls	Unlimited	20c per call
National Calls	Unlimited	20c per minute
Calls to Mobiles	25c per minute	39c per minute
Cost of 2 Minute Call to AU Mobile	50c	78c
Calls to 13/1300 Numbers	44c per call	44c per call
Included Calls	FREE CALLS made from your Commander service to any other office or mobile service on the same account. 24 hours a day, 7 days a week.	
<b>UNLIMITED 12/1MBPS NBN™</b>		
Included Data Allowance	Unlimited	
Cost of 1MB	Not applicable	
Excess Data Charges (per MB)	Not applicable	

**INSTALL**

You are required to install the handset(s) supplied with your Commander Phone service, including any associated cabling, network configuration and any routers and/or switches within your network to allow the Commander Phone service to work.

Valet Install for your Commander Phone Service is available at an additional charge, for more information please speak to your Commander representative or call Customer Service on 132 777.

Standard Installation for your nbn™ services (Smart Biz Fibre Access Complete and Unlimited 12/1Mbps nbn™) is included and is provided to the first telephone point in your premises along with an nbn suitable modem for Fibre and Wireless locations. 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).

**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.**