



Business Bundle

Advanced

CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION

The Business Bundle - Advanced plan is an office phone and broadband bundle delivering an office phone service for standard phone lines as well as a 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

1 month.

BUNDLING ARRANGEMENTS

Bundling is optional. The set-up fee will be \$0 and a monthly \$80.00 discount will apply to the Advanced Broadband Plan when bundled with an active Advanced phone service on the same Commander account. An active Advanced phone service is a standard PSTN line. If you cancel or transfer away the active phone service, the monthly \$80.00 discount will no longer be available and your minimum monthly access fee will revert back to \$80.00 per month.

KEY DETAILS

The Business Bundle - Advanced plan Monthly Bundle Fee includes PSTN Line Rental, Standard Local, National and Mobile Voice Calls and 500GB of data. Included data is based on the greater of the uploaded or downloaded traffic. Your unused data allowance expires monthly. You pay an additional amount for making other types of calls, optional Value Added Services, any equipment required to operate your service and data used over 500GB of which is calculated as the greater of the uploaded or downloaded traffic.

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 just \$149.00 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

\$99.00 for a single PSTN Phone service and Broadband Bundle for a Metro exchange.

\$119.00 for a single PSTN Phone service and Broadband Bundle for a Regional exchange.

SET-UP FEE

No set-up fee.

MINIMUM TOTAL COST

\$118.95 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

No early termination fees apply.

CALL RATES

The Business Bundle - Advanced plan includes Standard Local and National Voice Calls. All other call types are charged in addition to the Monthly Access Fee.

Calls to Mobile numbers are included.

Calls to 13/1300 numbers are charged at 38.5c per call.

Timed calls are billed in 1 sec increments.

For details of charges for usage types that are not listed, please contact Customer Service on 132 777.

EXCESS DATA USAGE CHARGES

Cost of using 1MB of included data is \$0.0002c. Excess usage charged at 1c per MB.

OPTIONAL MODEM

If you choose to purchase the optional modem a \$168.95 charge applies. This includes a \$149.00 modem charge and a \$19.95 shipping and handling fee.

www.commander.com

132 777

COMMANDER

CMDR_Business Bundle Advanced 1M_CIS_42173



OTHER INFORMATION

FULL TERMS

Information and pricing is correct at time of printing. All pricing is inclusive of GST.

This information is a summary only. Visit www.commander.com/customer-terms for our Standard Form of Agreement, Fair Use and Acceptable Use policies, which set out terms and conditions on which we provide our products and services.

USAGE INFORMATION

For information about your current usage levels please contact Customer Service by calling 132 777 or logon to the Take Command Portal.

EMAIL BILLING

Commander is committed to reducing our environmental footprint and our standard method for bill delivery is email. Paper billing is available as an option for a monthly fee of \$2.95. To opt in to paper billing, please contact Customer Service by calling 132 777.

CONNECTION CHARGES & CONNECTION TIMEFRAMES

A charge may apply to connect your phone service if there is not already one present and/or depending upon the type of connection required. The timeframe required to connect your phone service will depend on the type of connection required. For details, please visit www.commander.com.au/customer-terms for our Phone Connection Charges and Timeframes.

CONTACT US

We are dedicated to excellence in servicing our business customers.

If you have any questions regarding your service, call our Customer Service team on 132 777 8am – 7pm AEST, Monday to Friday.

If for some reason you are not satisfied with the service received, please inform us of your issue. If we are unable to resolve your issue to your satisfaction, please visit www.commander.com/compliment-complaint, or call 1300 009 214.

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. You can contact the TIO by visiting www.tio.com.au or by calling 1800 062 058.

**THANK YOU FOR CHOOSING COMMANDER
FOR YOUR BUSINESS COMMUNICATIONS.**

www.commander.com

132 777

COMMANDER

CMDR_Business Bundle Advanced 1M_CIS_42173