



# CLOUD BACKUP

## 10GB

### CRITICAL INFORMATION SUMMARY

#### INFORMATION ABOUT THE SERVICE

##### SERVICE DESCRIPTION

Commander Cloud Backup is an enterprise grade hosted data backup and recovery solution. It enables businesses to securely and efficiently backup their data across the Internet to our purpose built data storage facilities.

##### MINIMUM CONTRACT TERM

24 months.

##### KEY DETAILS

Your Cloud Backup 10GB service allows you to connect and backup up to 10GB of data from a single connected device to a secure server hosted within our Data Centre. Examples of single connected devices include a PC, Server, or Device.

The software supplied and included in the Monthly Fee allows you to select the files and folders you wish to backup and schedule when you wish the backup to occur.

Your Cloud Backup service will automatically collect, compress, encrypt and transfer the data to our secure offsite storage facility. You will require an Internet connection to use the service. You can utilise an existing internet service or connect a new internet service with Commander to manage your uploads and downloads to our Cloud Backup Server.

You pay an additional amount for Optional Extras and data stored over 10GB.

#### INFORMATION ABOUT THE PRICING

##### MONTHLY ACCESS FEE

\$20 per month for 10GB

##### MINIMUM TOTAL COST

\$480

##### PLAN INCLUSIONS

10GB of data storage on our Cloud Backup Server and the software required to manage your Cloud Backup service.

##### OPTIONAL EXTRAS

Assisted Initial Installation is available for \$95 and is available for one (1) session of guided phone support for up to one (1) hour and is available 9am - 5pm AEST. Valid for use within 30 days of purchase of Cloud Backup service.

24 x 7 On-Call Technical Support is charged at \$275 per hour or you may opt to pre-purchase On-Call Technical Support in blocks of 10 hours for \$1,650. On-Call Technical Support is charged in 15 minute increments.

A Direct Connect service (delivery of storage network to your VLAN via CAT6 or equivalent), where available, is charged at \$108.90 per month. Additional devices connected to your Cloud Backup service are charged at \$9.90 per device.

Commander Internet Services are available for uploads and downloads to our Cloud Backup Server. Please speak with your Commander representative for more information.

##### EXCESS DATA STORAGE

Additional stored data over 10GB is charged at \$2.75 per GB (\$0.00275/MB), per month and is charged in arrears monthly.

##### EARLY TERMINATION CHARGE

If you cancel the service within the contact term, Early Termination Fees (ETF) will apply. ETF is calculated as your Monthly Access Fee multiplied by two (2) months. Maximum ETF is \$40 per service.



## OTHER INFORMATION

### FULL TERMS

Information and pricing is correct at time of printing and subject to change without notice. All pricing is inclusive of GST.

This information is a summary only. Visit

[www.commander.com/customer-terms](http://www.commander.com/customer-terms) for our Standard Form of Agreement which sets out terms and conditions on which we provide our products and services.

### DATA STORAGE INFORMATION

The software supplied to manage your Cloud Backup service will provide details of your current usage information at any time.

Please contact Customer Service by calling 132 777 if you require more information.

### 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 on 132 777.

### PAYMENT METHOD

Payment by Direct Debit from a bank account is free of surcharges.

Charges apply for other payment methods. For details see the Schedule of Fees & Charges on our website or contact Customer Service.

### 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](http://www.commander.com/compliment-complaint).

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](http://www.tio.com.au) or by calling 1800 062 058.

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

[www.commander.com](http://www.commander.com)

**132 777**

**COMMANDER**  
SAVES BUSINESS

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