



# Business First Broadband 15

## CRITICAL INFORMATION SUMMARY

### INFORMATION ABOUT THE SERVICE

#### SERVICE DESCRIPTION

The Business First Broadband 15 plan is an internet service offered over the copper network either using our own infrastructure or infrastructure supplied to us by our wholesale partners. You can transfer your existing broadband service or activate a new service with Commander on your existing PSTN service.

#### BUNDLING ARRANGEMENTS

Not applicable.

#### MINIMUM CONTRACT TERM

24 Month

#### KEY DETAILS

The Business First Broadband 15 plan includes 15GB of data, included data is based on the greater of the uploaded or downloaded traffic. Your unused data allowance expires monthly. If you use all of your included data within a billing cycle, excess usage will apply until the next billing cycle commences. You will be supplied with the fastest speed available at your location - ADSL2+ or where ADSL2+ is not available, ADSL. This plan is subject to availability at your location.

#### HARDWARE

You may use your own modem or a Commander modem can be provided for a \$19.95 P&H fee. The modem is customer-self-installed and auto-configure. 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 PRICING

#### MONTHLY ACCESS FEE

\$39.95

#### MINIMUM TOTAL COST

\$1077.75 includes a set-up fee and P&H for modem delivery.

#### EARLY TERMINATION CHARGE

If you cancel the service within the contract term, Early Termination Fees (ETF) will apply. ETF is calculated as 50% of the monthly access fee, multiplied by months remaining on the agreement. Maximum ETF is \$479.40 per service.

#### COST OF 1MB OF DATA

\$0.0026/MB within the included value.  
Excess data usage: 1c/MB.



## 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.**