



Dedicated Access NBN

CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION

The Commander Dedicated Access Service provides a dedicated, voice only channel in support of Commander IP Voice Services for voice calls. No internet access is provided. This Service is only available in NBN enabled areas (Ready for Service)

MINIMUM CONTRACT TERM

24 Months or 36 Months

KEY DETAILS

The connection tier provided is based on overall voice throughput requirements at the discretion of Commander and/or our suppliers. The Service is delivered depending on the nbn technology available.

Connection tier refers to the type of nbn™ connection installed at the customer's premises. For more information about these tiers, please visit our website commander.com.au/nbn.

STANDARD INSTALLATION REQUIREMENTS

Standard Installation is provided to the first connection point in your premises. Where additional work is required to connect your nbn service and it is more than a standard professional installation, you may be charged an additional fee.

INFORMATION ABOUT THE PRICING

Plan Details	Monthly Access Fee	Dedicated Access Monthly Credit Eligibility Criteria Min 6+ Handsets		Total Minimum Cost 24 Months Term (includes modem, \$139 set-up fee & \$19.95 P+H)	
		24 Months Term	36 Months Term	Without Credit	With Credit
Dedicated Access Basic	\$44	\$22	\$44	\$1,214.95	\$686.95
Dedicated Access Standard	\$44	\$22	\$44	\$1,214.95	\$686.95
Dedicated Access Standard+	\$44	\$22	\$44	\$1,214.95	\$638.95
Dedicated Access Advanced (SIP Trunk Only)	\$64	N/A	N/A	\$1,694.95	N/A
Dedicated Access Premium (SIP Trunk Only)	\$64	N/A	N/A	\$1,694.95	N/A

EARLY TERMINATION CHARGE

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

In such cases, Commander or nbn Co will provide any additional installation charges with you before the work being completed for you to approve. 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). A 240-volt power supply is required and you must ensure such a power supply is available.

In the event of a power outage, your services will not work unless you maintain a back-up battery or UPS. If you take up a Dedicated Access nbn service, you will not be able to move back to a copper service.

HARDWARE

A Commander modem will be provided for a \$19.95 P&H fee. The modem is customer self-installed and auto-configured. Please note that support is only available for Commander approved modems. For a list of approved modems, call Customer Service on 132 777.

DEDICATED ACCESS MONTHLY CREDIT

Subject to meeting the Minimum Eligibility Criteria, the Dedicated Access Credits detailed in the above table may be applied to a Customer's Commander Account on a monthly basis for the minimum term of the Customer's contract. Any Dedicated Access Credits applied to a Commander account are not redeemable for cash and are not transferable.



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 for full terms.

USAGE INFORMATION

For information about current usage levels log into 'My Account' at 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;
- 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.

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 or by calling 1800 062 058.

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