



# Dedicated Access SHDSL

## 1Mbps

### CRITICAL INFORMATION SUMMARY

#### INFORMATION ABOUT THE SERVICE

##### SERVICE DESCRIPTION

The 1M Dedicated Access plan is an internet service ordered over the copper network either using our own infrastructure or infrastructure supplied to us by our wholesale partners. This service is designed to provide Voice only Data channels in support of Commanders IP Voice services. To setup this service you need to have spare copper available (one or two pairs) to your Main Distribution Frame (MDF). The Broadband service is bundled over this line. The MAF displayed is the Total bundle price. If additional lead-in or other cabling is required at your premises, this can be provided at additional cost.

##### HARDWARE

Modem/Router is included - Not optional. The modem/router will be installed by an authorised Commander representative.

##### MINIMUM CONTRACT TERM

24 months.

##### KEY DETAILS

The 1M Dedicated Access includes 1Mbps Symmetrical speeds\*. Unlimited Voice data included. In line with the applicable SLA, Port type is Other (O), Service Type is PDLs and Access Tail Service Assurance Type is Standard. On Site Managed Router Service SLA is Metro 8x5x4 with on-site installation (applies to our router only). No QoS is provided.

\* Speeds quoted are between the Network Termination Unit at your premises to our Point of Presence. Actual speeds within your premises will be affected by various internal and external factors such as number of end-users, hardware/software, source of traffic, cable distance and cable quality.

#### INFORMATION ABOUT THE PRICING

##### MONTHLY ACCESS FEE

\$49.00

##### SET-UP FEE

\$299 set-up fee.

##### MINIMUM TOTAL COST

\$1,475 includes set-up cost.

##### EARLY TERMINATION CHARGE

Termination fees apply if Dedicated Access Service is canceled within the contract period. The termination charge is calculated as the monthly fee multiplied by the remaining months of the contract period.

- Withdrawl of your order prior to installation incurs \$250 cancellation fee.

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

132 777

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## 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](http://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.

### 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)

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