



# Business Fibre

## nbn 2000 25Mbps–5Mbps



### CRITICAL INFORMATION SUMMARY

#### INFORMATION ABOUT THE SERVICE

##### SERVICE DESCRIPTION

The Business Fibre nbn 2000 25Mbps–5Mbps plan is an internet service provided over the National Broadband Network (nbn™) and is available in nbn enabled areas.

##### MINIMUM CONTRACT TERM

24 Month

##### KEY DETAILS

The Business Fibre nbn 2000 25Mbps–5Mbps plan includes 2000GB of data, Interface speeds up to 25Mbps download and 5Mbps upload. Optional Enhanced Service Level Agreements (SLAs) available for an additional \$17.00 per month, the terms of which can be found at [www.commander.com.au/legal/customer-terms](http://www.commander.com.au/legal/customer-terms)

Your data allowance includes uploads and downloads. Your unused data allowance expires monthly. If you use all of your included data within a billing cycle, the speed will be limited to 2Mbps until the next billing cycle commences. Interface speeds refer to the speed to the fibre technology installed at the customer's premises. They are not necessarily equivalent to the download/upload speeds you will achieve in practice. Actual download and upload speeds will be affected by many external factors which include the number of end-users using the service at the same time, the hardware, the software and software configuration, the connection method within the premises and the type/source of content being downloaded.

##### STANDARD INSTALLATION REQUIREMENTS

Standard Installation is included with your plan and is provided to the first telephone point in your premises. 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).

Where the additional work is required to connect your nbn service is more than a standard professional installation, you may be charged an additional fee. In such cases, Commander or nbn Co will provide any additional installation charges with you before the work being completed for you to approve. A 240 volt power supply may be required. In the event of a power outage, your services will not work unless you maintain a back-up battery. If you take up a Fibre to the Business service, you will not be able to move back to a copper service.

##### HARDWARE

You may use your own modem or a Commander modem can be provided for a \$19.95 P&H fee. The modem is customerself 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

\$99.95

##### SET-UP FEE

\$0

##### MINIMUM TOTAL COST

\$2418.75 which includes a 4-port Wi-Fi modem and \$19.95 shipping and handling fees.

##### 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.

##### COST OF 1GB OF DATA

\$0.05 per GB within the included value.



## 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.**