



CLEAR CHOICE \$29 MOBILE PLAN

CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION

Clear Choice \$29 mobile plan is offered on a 3G mobile service using the Optus Mobile Digital Network. You can transfer your existing mobile number or activate a new number with Commander. For Mobile network coverage information visit www.commander.com/mobiles/mobile-coverage

BUNDLING ARRANGEMENTS

Bundling is optional. A monthly \$10 discount will apply to the Clear Choice \$29 mobile plan when bundled with an active office phone service on the same Commander account. An active office phone service can be a standard PSTN line or digital ISDN line. If you cancel or transfer away the active phone service, the monthly \$10 discount will no longer apply and your monthly access fee will revert back to \$29 per month.

MINIMUM CONTRACT TERM

24 months.

KEY DETAILS

Clear Choice \$29 mobile plan includes \$300 Standard Usage value and 400MB of included mobile data. \$300 Standard Call Value applies to Standard National Voice calls, Standard National SMS, MMS, Voicemail*. You pay an additional amount for calls that are not part of the Standard Inclusions and data usage in excess of your included Mobile Data.

Your unused included call and mobile data value expires monthly. Included Mobile Data is data used within Australia only including internet tethering.

*Monthly Voicemail Access Fee applies.

MOBILE PHONE OPTIONS

You have an option to select a mobile phone with the Clear Choice mobile service. View the range of latest mobile phones at www.commander.com/mobile-phones.

If you choose this option, you will pay an additional Monthly Repayment Fee for the mobile phone of your choice. If you cancel your service within the Minimum Contract Term, you must pay the Monthly Repayment Fee multiplied by number of months remaining on your contract term, in addition to the Early Termination Fee (ETF) for the mobile service.

INFORMATION ABOUT PRICING

MINIMUM MONTHLY ACCESS FEE

\$29.

MINIMUM TOTAL COST

\$696 which is your Monthly Access Fee multiplied by 24 months.

EARLY TERMINATION CHARGE

If you cancel the service within the contact term, Early Termination Fees (ETF) will apply. ETF is calculated at 50% of the Monthly Access Fee multiplied by number of months remaining on your contract term. Maximum ETF is \$348 per service.

CALLS EXCLUDED FROM MONTHLY INCLUDED VALUE

International calls, International Mobile Roaming, calls to premium numbers or directory assistance, 13/1300/1800 numbers, Video Calls and other call types not listed as Standard Usage are charged in addition to the Monthly Access Fee. For details of charges for usage types that are excluded from monthly Standard Usage, please contact Customer Service on 132 777.

EXCESS MOBILE DATA USAGE CHARGES

Excess usage charged at \$1/MB.

www.commander.com

132 777

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RATES AND OTHER CHARGES

Your \$300 included value is utilised based on the Standard Usage rates below. All calls are charged in 1 minute increments.

STANDARD USAGE	RATE
Standard National Voice Calls	90c per minute, plus 35c connection fee. Total Cost of a 2 minute call = \$2.15. If you restricted your use solely to Standard National Voice Calls each of 2 minutes in duration, you could make 139 calls.
Standard National SMS	25c per message (up to 160 characters)
Standard National MMS	75c per message
Voicemail* Retrieval	90c per minute, plus 35c connection fee
Call Forward	90c per minute, plus 46c connection fee
Commander to Commander calls (7am to 7pm, Monday to Friday)	Enjoy FREE CALLS made from your mobile service to another mobile or office phone on the same Commander account. (No connection fee applies). Standard call rates apply other times
Mobile Data	400MB included. Excess usage over 400MB is charged at \$1/MB on top of your Monthly Access Fee.
OPTIONAL SERVICES	RATES
*Voicemail Access	\$1.95 per month plus retrieval fees
Paper Billing Option	\$2.95 per month

Calls to 124 937 Directory Assistance are charged at \$1.75 per call plus cost of connection based on standard call charges, plus 25c per SMS if directory results are sent to you.

Calls to 13/1300/1800 are charged at 90c per minute, plus 35c connection fee.

Non-standard calls rates provided upon request.

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 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.

MOBILE ROAMING

Please be aware that calls made and data used whilst roaming overseas are not included in your Standard Usage and can be very expensive, as data and calls are charged differently from how they are within Australia. See www.commander.com/international-roaming for further details.

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 or visit www.commander.com/contact-us

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

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 or by calling 1800 062 058.

THANK YOU FOR CHOOSING COMMANDER FOR YOUR BUSINESS COMMUNICATIONS.

www.commander.com

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