



# Smart SIP

## CRITICAL INFORMATION SUMMARY INFORMATION ABOUT THE SERVICE

### SERVICE DESCRIPTION

Commander Smart SIP plans provide your business with an nbn-ready phone service delivered via your Internet connection, sometimes referred to as Internet or IP telephony. Smart SIP is designed to carry voice calls from your SIP capable Phone system or gateway device. These plans are not available for resale or high volume telemarketing purposes.

### KEY DETAILS

Your Commander Smart SIP service allows you to make and receive phone calls. Your Monthly Access Fee includes line rental and free internal calls. The Information About Pricing section specifies other call types that are included in your Smart SIP plan. Call types not listed, optional Value Added Services and any equipment required to operate your service are charged in addition to your Monthly Access Fee.

This service may not be appropriate if you require an uninterrupted phone service with access to 000 emergency services. The service will not function in the event of a power failure. Priority Assistance is not available on this service.

### STANDARD INSTALLATION REQUIREMENTS

An Internet service with a minimum of 100/100 Kbps per concurrent call is required for a Commander Smart SIP service. You can utilise

an existing Internet connection or request a new one from Commander. Applicable Internet rates apply.

To use a Commander Smart SIP service, you will need a high-speed Internet service (broadband), a SIP capable modem/router and a SIP-enabled PBX. These can all be sourced additionally from Commander if required; please speak to your Commander representative for more information.

### HARDWARE

Not Applicable

### SET UP FEE

\$0.00

### MINIMUM CONTRACT TERM

24 Month

### MINIMUM TOTAL COST

\$1200.00 Includes set-up fee, equipment and postage and handling charges, if applicable.

## INFORMATION ABOUT THE PRICING

Plan	SIP 2	Additional SIP Channel
Minimum Monthly Access Fee	\$50.00	\$25.00
Minimum Total Cost (Includes set-up fee, equipment and postage and handling charges, if applicable.)	\$1200.00	\$600.00

A minimum of 2 channels applies (SIP 2) to each service. Single channels may be purchased after the minimum.

### EARLY TERMINATION CHARGE

If you cancel the service within the contract term, Early Termination Fees (ETF) will apply. ETF is calculated at \$300 per SIP channel, pro rated over the contract term.



## CALL RATES

The table below shows standard call rates for the Smart SIP plan. Timed calls are billed in 1 second increments.

Standard Call Type	Call Rates
Local Calls	Included
National Calls	Included
Calls to Mobiles	25c per minute
Calls to 13/1300 Numbers	44c per call
Free internal calls made from your SIP service to any other office phone on the same Commander account, 24-hours a day, 7-days a week. No connection fee applies.	

Add a Mobile Call Pack (Per Month)	
250 Mobile Call Pack	\$25
500 Mobile Call Pack	\$50
1000 Mobile Call Pack	\$100
1500 Mobile Call Pack	\$150
2000 Mobile Call Pack	\$200

This service is not available for resale or high volume telemarketing purposes, Commander Acceptable Use Policy applies. For details of charges for usage types that are not listed, please contact Customer Service on 132 777.

Mobile calls can be purchased via the optional mobile call packs below. Mobile call pack usage is aggregated across all SIP channels on your account, and any unused calls are forfeited at the end of the month.

## 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.**