



COMMANDER SMART SIP PLUS (PRI)

CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION

Commander Smart SIP Plus plans are offered as an Office Phone service delivered via your Internet connection, sometimes referred to as Internet or IP telephony. Smart SIP Plus (PRI) is designed to carry voice calls from your ISDN enabled Phone system. Some ISDN PRI features are not compatible with Smart SIP Plus including 64k clear channel (data calls), user to user messaging or any other D channel application.

MINIMUM CONTRACT TERM

24 months.

HARDWARE

You must purchase a Voice Gateway for Smart SIP Plus (PRI) which is \$1500 outright purchase or \$62.50 per month over 24 months plus a \$19.95 P&H fee. The Voice Gateway is pre-configured and customer self installed.

KEY DETAILS

Your Commander Smart SIP Plus service allows you to make and receive phone calls. Your Monthly Access Fee includes

line rental and Commander to Commander calls*. The table below specifies other call types that are included specific to your Smart SIP Plus 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.

IMPORTANT QUALIFICATIONS AND REQUIREMENTS

An internet service with a minimum of 100/100 Kbps per concurrent call is required for a Commander Smart SIP Plus 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 Plus service you will need a high speed internet service (broadband), a SIP capable modem / router and a SIP enabled PBX or ISDN enabled PBX with a Commander Voice Gateway (PRI). These can all be sourced additionally from Commander if required, please speak to your Commander representative for more information.

INFORMATION ABOUT PRICING

PLAN	SIP PLUS 5	ADDITIONAL SIP CHANNEL
Monthly Access Fee	\$125	\$25
Total Minimum Cost	\$4,500	\$600

A Minimum of 5 channels applies (SIP PLUS 5) to each service. Single channels may be purchased after the minimum.

CALL RATES

The table below shows standard call rates for Commander Smart SIP Plus. 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
*Commander to Commander calls	FREE CALLS made from your SIP Trunking service to any other office phone or mobile service on the same Commander account. 24 hours a day, 7 days a week. No connection fee applies.

For details of charges for usage types that are not listed, please contact Customer Service on 132 777.

EARLY TERMINATION CHARGE

If you cancel the service within the contact term, Early Termination Fees (ETF) will apply. ETF is calculated at \$300 per SIP channel, pro rated over the contract term. The balance or any equipment purchased on a monthly repayment plan must also be paid.

OPTIONAL MOBILE CALL PACKS

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.

ADD A MOBILE CALL PACK	
250 Mobile Call Pack	\$25 PER MONTH
500 Mobile Call Pack	\$50 PER MONTH
1000 Mobile Call Pack	\$100 PER MONTH
1500 Mobile Call Pack	\$150 PER MONTH
2000 Mobile Call Pack	\$200 PER MONTH

Mobile Call Pack usage is aggregated over all SIP channels on the account. Unused calls expire monthly.

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 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

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 calling 1800 062 058 or visiting www.tio.com.au.

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

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