



# Smart Voice

## Access

### CRITICAL INFORMATION SUMMARY

#### INFORMATION ABOUT THE SERVICE

##### SERVICE DESCRIPTION

Smart Voice plans provide your business with an nbn™ ready phone service delivered over your broadband Internet service, also known as Internet telephony.

##### BUNDLING ARRANGEMENTS

**NBN Broadband Bundle** – This plan is only available when bundled with a Commander nbn Broadband service at the same physical site. If the Commander nbn Broadband is cancelled or transferred to another service provider the monthly access fee will increase to \$44.95 per month.

**Power Bundle** – Bundle your Smart Voice plan with Commander Electricity and you can receive 20% off the Smart Voice Access monthly access fee when you pay on time. Electricity offer available to certain areas and selected meter configurations in NSW, VIC and SA only. Telco discount only applies from the first bill after your premises has been connected with Commander Electricity which may be up to 90 days after the sale. Not available with any other offer. Discount is discontinued if electricity is cancelled or transferred from Commander.

##### MINIMUM CONTRACT TERM

24 Month

##### MINIMUM TOTAL COST

\$1,917.60 which includes a monthly access fee of \$79.90 (\$19.95 for Smart Voice Access and \$59.95 for the 300GB NBN Data Service)

##### KEY DETAILS

Your Smart Voice – Access Monthly Access Fee includes Line Rental and Commander to Commander calls\*. Other calls, optional Value Added Services and any equipment or other services required are charged in addition to your Monthly Access Fee & Connection Fee.

If you use this service in conjunction with the optional Business Gateway hardware and a Commander Internet service on the same account, our Business Continuity feature is enabled free of charge.

Business Continuity enables you to make and receive calls over the mobile network, in the event of a service interruption or network outage on your primary Commander Internet service.

For more information: [commander.com.au/phone/business-continuity](http://commander.com.au/phone/business-continuity)

Smart Voice 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 unless provided over the voice port (UNI-V) of the NBN connection box with an operational thirdparty supplied battery back-up unit. It is your responsibility to maintain the battery and ensure that it is working correctly. Priority Assistance is not available on this service.

You must inform us if the service is intended to be used in conjunction with a disability or medical service, back to base alarm or is intended to carry data services such as Fax, EFTPOS or HiCaps. These services may not be supported or may require an alternative service or additional equipment.

Calls to some International destinations are blocked by default due to high risk of fraud. You may arrange with Commander to unblock these destinations upon accepting full responsibility for payment for any calls from your service to these destinations.

#### INFORMATION ABOUT THE PRICING

Plan	Access
Minimum Contract Term	24 Month
Minimum Monthly Access Fee	\$19.95
Minimum Total Cost	\$1,917.60

##### EARLY TERMINATION CHARGE

If you cancel the service within the contact term, Early Termination Fees (ETF) will apply. ETF is calculated at \$10 per line, multiplied by the number of months remaining on your contract term.



**CALL RATES**

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

Standard Call Type	Call Rates
Local Calls	20c per call
National Calls	20c per minute
Calls to Mobiles	39c per minute
Calls to 13/1300 Numbers	44c per call
Commander to Commander Calls	FREE CALLS made from your Commander service to any other office or mobile service on the same account. 24 hours a day, 7 days a week.

This service is not available for resale or high volume telemarketing purposes, Commander Acceptable Use Policy applies.

**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.**