



# SMART VOICE

## ACCESS

### CRITICAL INFORMATION SUMMARY

#### INFORMATION ABOUT THE SERVICE

##### SERVICE DESCRIPTION

Smart Voice plans are offered as an Office Phone service that allows you to make and receive voice calls over the NBN or other fibre connections. Smart Voice is only available in areas that can be connected to Commander via the NBN or equivalent fibre provider. Commander cannot guarantee a service is available until installed at your premises.

You can transfer your existing Office Phone service or activate a new service with Commander. Some phone features may not be compatible with a phone service delivered via the NBN including 3-way call and call transfer. Smart Voice plans are not available for resale or high volume telemarketing purposes.

##### BUNDLING ARRANGEMENTS

Smart Voice - Access plans are only available when bundled with a Commander NBN Broadband service at the same physical site. If the Commander NBN Broadband is canceled or transferred to another service provider the monthly access fee will increase to \$44.95 per month. By bundling your Smart Voice plan with Commander Electricity and paying both bills on-time you can receive 20% off the Smart Voice monthly access fee. 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 months

##### 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.

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 PRICING

Smart Voice - Access Bundle	
Minimum Monthly Access Fee per service	\$19.95 (must have NBN Data min \$59.95) = \$79.90
Minimum Total Cost per service (24 Month)	Phone (\$478.80) + NBN Data (\$1,577.75) = \$2,056.55

##### 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 minute increments.

STANDARD CALL TYPE	CALL RATES
Local calls	20c per call
National calls	20c per min
Calls to Mobiles	39c per min
Calls to 13/1300 numbers	44c per call
*Commander to Commander calls	FREE CALLS made from your Smart Voice service to any other office phone or mobile service on the same Commander account.

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

## 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](http://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.

### 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.

### CONNECTION TIMEFRAMES

The timeframe required to connect your phone service will depend on the type of connection required. For details, please visit [www.commander.com.au/customer-terms](http://www.commander.com.au/customer-terms) for our Phone Connection Charges and Timeframes.

### 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](http://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](http://www.tio.com.au). or by calling 1800 062 058.

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

[www.commander.com](http://www.commander.com)

**132 777**

**COMMANDER**  
SAVES BUSINESS