

# 13 NUMBERS INBOUND A

## CRITICAL INFORMATION SUMMARY INFORMATION ABOUT THE SERVICE

### SERVICE DESCRIPTION

This services allows you to offer your customers the convenience of low-cost untimed calls to your business from most phones within Australia. The same number is used right across the country, regardless of the caller's location and you specify where the call is answered. You can transfer your existing Inbound service or activate a new service with Commander.

### MINIMUM CONTRACT TERM

24 Months

### MINIMUM TOTAL COST

\$22,200

### KEY DETAILS

Your Monthly Access Fee includes Australia-wide routing, State Based routing, Time of Day routing, Call Overflow, Call Splaying, and Call Connection fees. Other calls, optional Value added Services and any equipment that may be required to operate your service are charged in addition to your Monthly Access Fee.

### ADDITIONAL INFORMATION

Any overrides to internal systems and handsets will affect the operations of features included. It is the end users responsibility to ensure the internal handsets and hardware is compatible with the features Commander offers. Internal overrides & configurations may conflict with any setups on a network level and further discussion is required with customer service before assuming the features can be activated in conjunction with your internal setups i.e. phone systems, call centre overflows, mobile diversions etc.

## INFORMATION ABOUT THE PRICING

The table below shows standard call rates for the Inbound A. Timed calls are billed in 1 second increments.

Plan Details & Rates	INBOUND A
Minimum Monthly Access Fee	\$925
Local	8c per min
National	10c per min
Mobile	16c per min
Calls Terminating on a Mobile	38.5c per min

### OTHER FEES

Once Off Charge	Charges (Inc GST)
New Number	\$1,100
Porting Fee	Free
Adds, moves & changes	\$40

### EARLY TERMINATION CHARGE

If you cancel the service within the contact term, Early Termination Fees (ETF) will apply. ETF is calculated at \$12.50 per service for Inbound plans, multiplied by the number of months remaining on your contract term, Maximum charge payable for early termination for Inbound plans is \$300 per service.

## OPTIONAL SERVICES

Feature	Setup Fee	Monthly Fee
Exchange Service Area Routing	Not applicable	\$175
Post Code Routing	\$1,000	\$450
Mobile Location Routing (MOLI)	Not applicable	\$450
RVA/IVR Service	Not applicable	\$20
RVA/IVR Recording	\$50	Not applicable

For more information about these optional services, please speak to your Commander representative.

## 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**