



Midband Ethernet

Off Net 10M

CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION

The Midband Ethernet 10M Unlimited Off Net plan is an internet service offered on our own network. Up to 8 copper pairs (lines) are utilised to deliver your Midband Ethernet service. Subject to the availability of Off Net Midband Ethernet at your location, you can transfer your existing service or activate a new service with Commander.

MINIMUM CONTRACT TERM

24 Month

KEY DETAILS

The plan includes an unlimited amount of data. You will be supplied with a service up to 10Mbps. The speed quoted is between the Network Termination Unit at your premises to our Point of Presence. Actual speeds within your premises will be affected by various internal and external factors such as number of end-users, the hardware/software utilised, source of traffic, cable distance and cable quality. This plan is not available in all areas.

INSTALLATION AND HARDWARE REQUIREMENTS

We will supply and install a Network Termination Unit in a mutually agreed location at your premises for connection of your Midband Ethernet service. This will provide an Ethernet port for connecting to your router. Call Customer Service on 132 777 for more information.

RELOCATIONS, UPGRADES AND DOWNGRADES

You may upgrade or downgrade your plan at any time, fees may apply. You may relocate your service if available at the new location, fees will apply. For information please contact Customer Service by calling 132 777.

INFORMATION ABOUT THE PRICING

MONTHLY ACCESS FEE

\$699.00

MINIMUM TOTAL COST

\$17,775.00

SETUP FEE

\$999.00

EARLY TERMINATION CHARGE

If you cancel the service within the contact term, Early Termination Fees (ETF) will apply. ETF is calculated as the monthly access fee multiplied by months remaining on the agreement. Maximum ETF is \$16776.00 per service.



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 for full terms.

USAGE INFORMATION

Not applicable.

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;
- 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.

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 or by calling 1800 062 058.

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