

# Business Bundles - Basic & Advanced

## CRITICAL INFORMATION SUMMARY

### INFORMATION ABOUT SERVICE

#### SERVICE DESCRIPTION

This is an office phone and broadband bundle delivering an office phone service for standard phone lines as well as broadband Internet service on our own network, or where our network is not available, using wholesale services supplied to us by Telstra. You can transfer your existing office phone and broadband services or activate new services with Commander.

#### MINIMUM CONTRACT TERM

12 Month

#### BUNDLING ARRANGEMENTS

Bundling is optional. By bundling two (2) services you receive:

- a discount off the total stand-alone monthly access fees for the services
- a waiver of normal set up fees (must have active phone line).

All services must be active for the discount to be applied. If you cancel or transfer away any active service, the monthly discount will no longer be available and your minimum monthly access fee will revert back to the monthly standalone charge per service. Basic PSTN stand-alone \$55 or Basic Broadband stand-alone \$70, Advanced PSTN stand-alone \$99 or Advanced Broadband stand-alone \$80.

#### KEY DETAILS

The Business Bundle Plans Monthly Bundle Fee includes PSTN Line Rental, included calls & data (see Pricing Table for specific plans). Included data is based on the greater of the uploaded or downloaded traffic. You pay an additional amount for making other types of calls.

You will be supplied with the fastest speed available at your location - ADSL2+ or ADSL where ADSL2+ is not available. A maximum of ten (10) Business Bundles may be combined on a

single account. Plan is subject to service availability at your location. Business Bundle plans are not available for resale or high volume telemarketing purposes and are only available to new customers.

Your current plan could overlap with the rollout of the nbn in your area. NBN availability can be checked using our Rollout Map [commander.com.au/support/internet-bundles/rollout-map](http://commander.com.au/support/internet-bundles/rollout-map). If so, you agree that Commander will transition your services when they become ready for service to the nbn network. Your service will be migrated to nbn on the same terms and conditions as your then-current contract. Standard installations are completed without charge to you. Non-standard, additional or subsequent installations including but not limited to NBN Professional Install or Valet Offerings may require you to pay additional charges. Any cabling that is required in your premises beyond the Network Boundary Point is your responsibility. Once you have upgraded to the nbn network you will not be able to move back to a copper service.

#### HARDWARE

Supporting Internet connectivity hardware is required to use this service. You may use your own modem or a Business Gateway can be provided - see 'Information about Pricing'. The Business Gateway is pre-configured, customer self-installed and includes instant activation with 4G Backup. 4G Backup provides an alternative Internet connection (max. speeds up to 12/1 Mbps) when your fixed Internet service has failed or is waiting to be activated (not available in all areas).

For more information: [commander.com.au/support/internet-bundles/business-continuity](http://commander.com.au/support/internet-bundles/business-continuity). Please note that support is only available for Commander approved modems. For a list of approved modems, call Customer Service on 132 777.

### INFORMATION ABOUT PRICING

#### MONTHLY ACCESS FEE

See Pricing Table for Monthly Access Fee. (Plan dependent)

#### TOTAL MINIMUM COST

See Pricing Table for Total Minimum Cost. (Plan dependent)

#### EARLY TERMINATION CHARGE

No early termination fees apply.

#### COST OF 1GB OF DATA

**Basic Plan:** \$0.40 /GB within the included value.  
Excess data usage: \$10/GB.

**Advanced Plan:** \$0.20 /GB within the included value.  
Excess data usage: \$10/GB.

## PRICING TABLE

Business Gateway Option	BYO	Upfront Payment	12 Monthly Payments
Business Gateway Charge	N/A	\$349.00	\$20.00
Plan Name	Business Bundle Basic		
Monthly Access Fee	\$79.00		
Standard Local & National Calls	Included		
Mobile Calls (within Australia)	39c per min		
13/1300	44c per call		
Included Data	200GB		
Minimum Total Cost	\$948.00	\$1,297.00	\$1,188.00
Business Gateway Option	BYO	Upfront Payment	12 Monthly Payments
Business Gateway Charge	N/A	\$349.00	\$20.00
Plan Name	Business Bundle Advanced		
Monthly Access Fee	\$99.00		
Standard Local & National Calls	Included		
Mobile Calls (within Australia)	Included		
13/1300	44c per call		
Included Data	500GB		
Minimum Total Cost	\$1,188.00	\$1,537.00	\$1,428.00
Above pricing table excludes any promotional discounts.			

## 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 (Tech Support available 24/7, Customer Service and Billing available 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.