

# Commander Phone Softphone

## CRITICAL INFORMATION SUMMARY INFORMATION ABOUT THE SERVICE

### SERVICE DESCRIPTION

Commander Phone plans provide your business with an nbn™ ready phone service delivered over your broadband internet service, also known as internet telephony.

### HARDWARE

You will be supplied with an IP handset at no cost whilst your service is with Commander.

An internet connection and supporting connectivity hardware is required to use this service. You may use your own modem or a Business Gateway can be purchased separately.

### BUNDLING ARRANGEMENTS

Bundle your Commander Phone plan with Commander Electricity and you can receive 20% off the Commander Phone 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 canceled or transferred from Commander.

### MINIMUM CONTRACT TERM

24 Month

### MINIMUM TOTAL COST

\$968.75 includes a \$9.95 P+H per handset.

### STANDARD INSTALLATION REQUIREMENTS

An internet service with minimum 100/100 Kbps per concurrent call is required (not included) . Use your existing internet connection or purchase from Commander.

Self-install (including any associated cabling, configuration of your network and any routers and/or switches) or Valet Install is available (may cost extra), contact us for more information.

### KEY DETAILS

This service allows you to make and receive phone calls.

The Monthly Access Fee includes IP enabled handset rental, Commander to Commander calls on the same account. Other calls, optional Value Added Services and any other equipment or services required to operate your service are charged in addition to your Monthly Access Fee.

If you use this service in conjunction with the 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/businesscontinuity](http://commander.com.au/phone/businesscontinuity)

This service is not appropriate if you require an uninterrupted phone service with access to 000 emergency services and will not function in the event of a power failure. Commander does not offer Priority Assistance.

## INFORMATION ABOUT THE PRICING

Handsets & Plans	Essentials
Minimum Contract Term	24 Month
Minimum Monthly Access Fee (per service including handset)	\$29.95
Minimum Total Cost (per service including handset rental & \$9.95 P&H per handset)	\$696

Prices exclude your internet service charges and any other Smart Extras that are selected such as Mobile Call Packs and any optional hardware purchased.

### EARLY TERMINATION CHARGE

If you cancel the service within the contract term, Early Termination Fees (ETF) will apply per handset. ETF is calculated as \$300.00 per Essentials plan, pro-rated over the remaining months of your contract. You must return handset within 30 days of service cancellation or handset non-return fee applies (\$200).

## CALL RATES

The table below shows standard call rates for the Commander Phone plan. Timed calls are billed in 1 second increments.

Standard Call Type	Call Rates
Local Calls	Unlimited
National Calls	Unlimited
Calls to Mobiles	Unlimited
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.