

COMMANDER SMART SIP

CRITICAL INFORMATION SUMMARY INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION

Commander Smart SIP plans are offered as an Office Phone service delivered via your Internet connection, sometimes referred to as Internet or IP telephony.

MINIMUM CONTRACT TERM

24 Months.

KEY DETAILS

Your Commander Smart SIP service allows you to make and receive phone calls. Your Monthly Access Fee includes Line Rental and Commander to Commander calls*. The table below specifies other call types that are included specific to your Smart SIP plan. Call types not listed, optional Value Added Services and any equipment required to operate your service are charged in addition to your Monthly Access Fee.

A Commander Smart SIP service 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. Priority Assistance is not available on this service.

IMPORTANT QUALIFICATIONS AND REQUIREMENTS

An internet service with a minimum of 100/100 Kbps per concurrent call is required for a Commander Smart SIP service. You can utilise an existing internet connection or request a new one from Commander. Applicable internet rates apply.

To use a Commander Smart SIP service you will need a high speed internet service (broadband), a SIP capable modem / router and a SIP enabled PBX. These can all be sourced additionally from Commander if required, please speak to your Commander representative for more information.

INFORMATION ABOUT PRICING

PLAN	SIP 2	ADDITIONAL SIP CHANNEL
Monthly Access Fee	\$50	\$25
Total Minimum Cost per service	\$1,200	\$600

A Minimum of 2 channels applies (SIP 2) to each service. Single channels may be purchased after the minimum.

EARLY TERMINATION CHARGE

If you cancel the service within the contact term, Early Termination Fees (ETF) will apply. ETF is calculated at \$300 per SIP channel, pro rated over the contract term.

CALL RATES

The table below shows standard call rates for Commander Smart SIP. Timed calls are billed in 1 second increments.

STANDARD CALL TYPE	CALL RATES
Local calls	Included
National calls	Included
Calls to Mobiles	25c per minute
Calls to 13/1300 numbers	44c per call

*Commander to Commander calls

FREE CALLS made from your SIP Trunking service to any other office phone or mobile service on the same Commander account. 24 hours a day, 7 days a week. No connection fee applies.

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 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 or logon to the Take Command Portal.

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.

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.**