

# Total Office Bundle



## CRITICAL INFORMATION SUMMARY INFORMATION ABOUT SERVICE

### SERVICE DESCRIPTION

The Total Office Bundle combines a Commander Phone Essentials Desk Phone or Cordless Hosted Voice service with an Unlimited nbn™ Internet service. FTTP, FTTB, FTTN, FTTC, HFC or Fixed Wireless are available in nbn enabled areas. 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).

### MINIMUM CONTRACT TERM

12 Month

### BUNDLING ARRANGEMENTS

By bundling 2 services you are charged a monthly bundled access fee of \$115 or (+ speed upgrade) \$140 . If you cancel or transfer away the Commander Phone Essential plan, you will still be charged the bundled rate. If you cancel or transfer away the NBN plan, a non bundled charge of \$39 will apply.

### KEY DETAILS

Commander Phone plans provide your business with an Office Phone service delivered via your Internet connection, also known as VoIP or IP telephony, so you can make and receive phone calls. The Unlimited plan is an Internet service offered on our network or where our network is not available, using wholesale services supplied to us. In the event of a power outage, your Total Office Bundle services will not work unless you maintain a back-up battery. If you take up this service, you will not be able to move back to a copper service. This service may not be appropriate if you require an uninterrupted phone service with access to 000 emergency services. Priority Assistance is not available on this service.

Connection Tier refers to the type of nbn™ connection installed at the customer's premises. For more information about these tiers, please visit our website [commander.com.au/support/internet-bundles/nbn-speeds-explained](http://commander.com.au/support/internet-bundles/nbn-speeds-explained). For FTTB, FTTC & FTTN customers, until your service is connected we are unable to confirm your maximum attainable speed. If your line does not support your

chosen connection tier we will inform you and offer you alternative options.

### STANDARD INSTALLATION REQUIREMENTS

You are required to install the handset(s) supplied with your Commander Phone service, including any associated cabling, network configuration and any routers and/or switches within your network to allow the Commander Phone service to work. Valet Install for your Commander Phone Service is available at an additional charge, for more information please speak to your Commander representative or call Customer Service on 132 777.

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. If you're in a newly constructed building and not already connected to the nbn, nbn Co may charge you a once-off New Development charge of \$300 (inc GST).

### HARDWARE

You will be supplied with an IP handset at no cost whilst your service is with Commander. Supporting Internet connectivity hardware is required to use this service. You may use your own modem or a Business Gateway can be provided for \$349 once off charge. 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 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. A 240 volt power supply is required.

## 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

If you cancel the service within the contact term, Early Termination Fees (ETF) will apply. ETF is calculated per service.

Commander Phone Essential Desk Phone or Cordless is \$12.50 multiplied by the number of months remaining on the agreement. A Handset non-return fee of \$200 may apply if handset is not purchased upfront or returned within 30 days. The Unlimited data plan is \$50.00 multiplied by the number of months remaining on the agreement.

### COST OF 1GB OF DATA

Not applicable

## PRICING TABLE

Plan Name	Total Office Bundle Basic	Total Office Bundle Standard
Monthly Access Fee	\$110.00	\$115.00
Minimum Total Cost	\$1,320.00	\$1,380.00
Above pricing table excludes any promotional discounts.		

Usage	Rates
Standard Local Calls	Unlimited
National Calls	Unlimited
Mobiles Calls (in Australia)	Unlimited
13/1300 Calls	44c per call
Included Data	Unlimited
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.	

## 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.