



SMART BIZ PSTN

Max

CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION

Smart Biz plans are offered as an Office Phone service for standard phone lines. You can transfer your existing Office Phone service or activate a new service with Commander. Smart Biz plans are not available for resale or high volume telemarketing purposes.

MAXIMUM NUMBER OF SERVICES

You can choose a combination of up to 10 PSTN plans to achieve the best solution for your business.

BUNDLING ARRANGEMENTS

By bundling your Smart Biz plan with Commander Electricity and paying your electricity and phone bill on-time you can receive 20% off the Smart Biz monthly access fee. Discount available to new customers with business meter configurations in NSW, VIC and SA only and applies from the first bill

after your premises has been connected with Commander Electricity. Not available with any other offer. Discount is discontinued if electricity is cancelled or transferred from Commander.

MINIMUM CONTRACT TERM

24 months.

KEY DETAILS

Your Smart Biz - Max 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 Biz 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.

INFORMATION ABOUT PRICING

| Smart Biz - Max | PSTN |
|--|------------|
| Minimum Monthly Access Fee per service | \$84.95 |
| Minimum Total Cost per service | \$2,038.80 |

EARLY TERMINATION CHARGE

If you cancel the service within the contact term, Early Termination Fees (ETF) will apply. ETF is calculated at \$10 per service for PSTN plans, multiplied by the number of months remaining on your contract term. Maximum charge payable for early termination for PSTN plans is \$240 per service.

CALL RATES

The table below shows standard call rates for the Smart Biz - Max 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 | 38.5c per call |
| *Commander to Commander calls | FREE CALLS made from your Smart Biz 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.

www.commander.com

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.

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

CONNECTION CHARGES & CONNECTION TIMEFRAMES

A charge may apply to connect your phone service if there is not already one present and/or depending upon the type of connection required. The timeframe required to connect your phone service will depend on the type of connection required. For details, please visit www.commander.com.au/customer-terms for our Phone Connection Charges and Timeframes.

CONTACT US

We are dedicated to excellence in servicing our business customers. If you have any questions regarding your service, call our Customer Service team on 132 777 8am - 7pm AEST, Monday to Friday.

If for some reason you are not satisfied with the service received, please inform us of your issue. If we are unable to resolve your issue to your satisfaction, please visit www.commander.com/compliment-complaint

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. You can contact the TIO by visiting www.tio.com.au or by calling 1800 062 058.

THANK YOU FOR CHOOSING COMMANDER
FOR YOUR BUSINESS COMMUNICATIONS.

www.commander.com

132 777

take command
COMMANDER