



# BUSINESS FIRST OFFICE

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## ESSENTIALS B

### CRITICAL INFORMATION SUMMARY

#### INFORMATION ABOUT THE SERVICE

##### SERVICE DESCRIPTION

Business First Office - Essentials B 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.

##### MINIMUM CONTRACT TERM

24 months.

##### KEY DETAILS

Your Business First Office - Essentials B service allows you to make and receive phone calls. Your Monthly Access Fee includes Line Rental and Commander to Commander calls\*. Other calls, optional Value Added Services and any equipment required to operate your service are charged in addition to your Monthly Access Fee.

#### INFORMATION ABOUT PRICING

PLAN	PSTN	ISDN2	ISDN2 (Enhanced)	ISDN10	ISDN20	ISDN30
Minimum Monthly Access Fee per service	\$34.95	\$68	\$73	\$300	\$600	\$900
Minimum Total Cost per service	\$839	\$1,632	\$1,752	\$7,200	\$14,400	\$21,600

##### RATES AND OTHER CHARGES

If you cancel the service within the contact term, Early Termination Fees (ETF) will apply. ETF is calculated at \$25 per service, multiplied by the number of months remaining on your contract term. Maximum charge payable for early termination is \$600 per service.

##### CALL RATES

The table below shows standard call rates for the Business First Office - Essentials B plan. Timed calls are billed in 1 second increments.

STANDARD CALL TYPE	CALL RATES
Local Calls	12c per call
National Calls	12c per min
Calls to Mobiles	25c per min
Calls to 13/1300 numbers	44c per call
*Commander to Commander calls	FREE CALLS made from your Business First Office 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](http://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](http://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 or visit [www.commander.com/contact-us](http://www.commander.com/contact-us)

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](http://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](http://www.tio.com.au) or by calling 1800 062 058.

**THANK YOU FOR CHOOSING COMMANDER  
FOR YOUR BUSINESS COMMUNICATIONS.**

[www.commander.com](http://www.commander.com)

**132 777**

**COMMANDER**  
SAVES BUSINESS

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