

Business First Inbound E

Critical Information Summary

Service and Price Information

This service allows you to offer your customers the convenience of low-cost untimed calls to your business from most phones within Australia. The same number is used right across the country, regardless of the caller's location and you specify where the call is answered. Your Monthly Access Fee includes Australia-wide routing, State Based routing, Time of Day routing, Call Overflow, Call Splaying, and Call Connection fees. Other calls, optional Value Add Services and any equipment that may be required to operate your service are charged in addition to your Monthly Access Fee.

Pricing

Plan Details		1300	1800
Pre-paid Monthly Access Fee		\$15	
Min Cost – 1 mth term		\$15	
Calls terminating on a Fixed Service	Local	First 15 mins free per call + 6c per min thereafter	6c per min
	National	6c per min	
	Mobile	11c per min	
Calls terminating on a Mobile		38.5c per min	

Other Fees

Feature/Fee	Charges
New Number	Free
Porting Fee	Free
Adds, Moves and Changes	\$40
Number Reservation Fee	\$30
Number Early Release Fee	\$120
Exchange Service Area Routing	\$175 per month
Postcode Routing	\$450 per month + \$1000 Configuration Fee
Mobile Location Routing (MOLI)	\$450 per month
RVA/IVR Service	\$20 Configuration Fee
RVA/IVR Recording	\$50

Timed calls are billed in 1 second increments. For details of charges for usage types that are not listed, please contact Customer Service on 132 777.

Minimum Contract Term:

1 Month

Service Exit Costs:

No Service Exit Costs apply.

Other Information

Bundling Arrangements

Not Applicable.

Plan Changes

You can change your plan from one to the other with no fees.

Usage Information

For information about current usage levels, log in to "My Account" at takecommand.com.au

Payment Options

Payment by Direct Debit from a bank account does not incur additional fees or charges. Additional charges apply for other payment methods. For details, see your invoice and our Schedule of Fees & Charges on our website commander.com.au/customer-terms, or contact us at 132 777.

Additional Information

Any overrides to internal systems and handsets will affect the operations of features included. It is the end-users' responsibility to ensure the internal handsets and hardware is compatible with the features Commander offers. Internal overrides & configurations may conflict with any setups on a network level and further discussion is required with customer service before assuming the features can be activated in conjunction with your internal setups i.e. phone systems, call centre overflows, mobile diversions etc.

Service Availability

Service may not be available to all areas, premises or customers. If we are unable to connect all your services, we will attempt to contact you to discuss further options first or, if we can't contact you after making reasonable attempts, we will cancel your order. Calls to some International destinations are blocked by default due to high risk of fraud. You may arrange with Commander to unblock these destinations, upon accepting full responsibility for

payment for any calls from your service makes to these destinations.

Contact Details

We are dedicated to excellence in servicing our customers and have lots of ways for you to keep in touch:

- Online at commander.com.au/contact-us
- Email us at customerservice@commander.com
- Call us on 132 777 (Check our website for opening hours).

Complaint Handling

If, for some reason, you are not satisfied with the service we provide, please let us know so we can do our best to fix it. If you feel that we were unable to resolve your issue to your satisfaction, please visit: commander.com.au/legal/complaints-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.

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 for full terms.

Thank You for Choosing Commander for Your Business Communications.