Take Command User Guide

September 2025

Introduction

Welcome to Take Command, our self-help portal!

This guide is designed to help you get the most out of your Vocus services and efficiently manage your account online.

Overview

Take Command is your free online account management tool which allows you to:

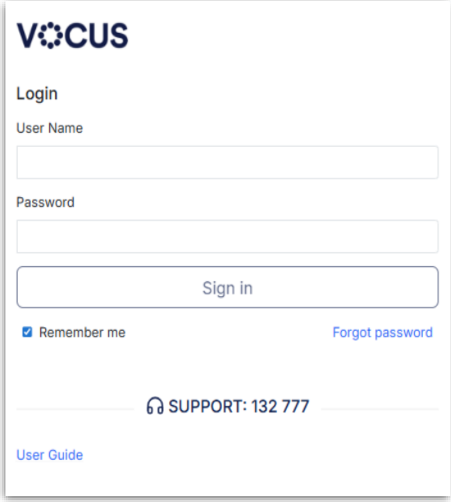
- ❑ View invoices
- ❑ View services
- ❑ Create reports
- ❑ Make payments
- ❑ Manage settings
- ❑ Set alerts

Disclaimers

Vocus strives to keep the information in this user guide up-to-date and accurate. We reserve the right to make improvements to the products or services described in this guide at any time without prior notice.

Getting Started

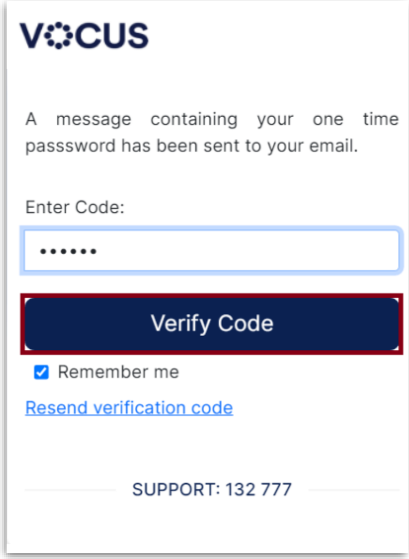
To get started, go to takecommand.com.au or and enter your username and password.



Your username is the same as your Vocus account number, and a temporary password would have been emailed to you when you first joined. If you are unable to locate the email, call us on 132 777.

Once you click on “Sign in” a One-time-pin will be sent to your primary contact’s email address.

Enter the code inside the box then click on **Verify Code**.



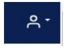
Getting Started

After login, you'll land on the Dashboard page, where you'll be able to see a summary of your Vocus account details, such the type of current services, any outstanding balances, payment history, self–serve options etc.

Double Shift
Collapse or expand the menu toolbar.

Search Tool
To easily search a service number or page.

User/Account Settings/Sign out
Manage your account information and sign out.

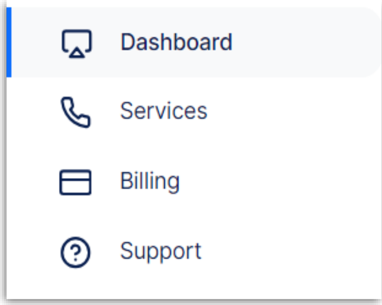


Menu

The left-side panel shows the menu

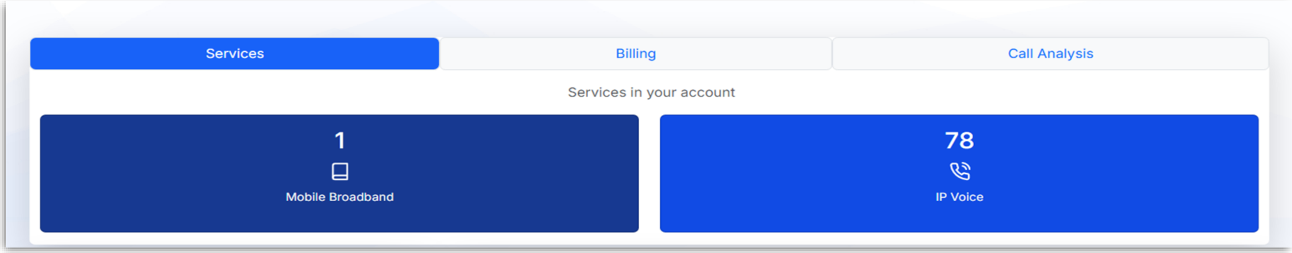
A quick summary of your Vocus account. Such as the type of current services, any outstanding balances, payment history, self–serve options etc
Ability to manage your Vocus services
Make a Payment/ Set up Payment Method / View Payment History / Bills summary by month / Download Invoices in pdf/csv
List of relevant contact options

Dashboard

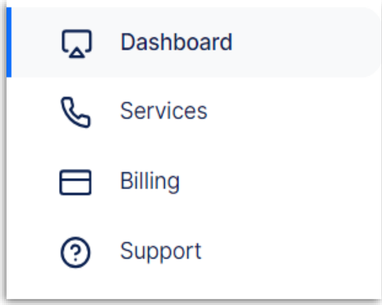


Services shows a summary of active services on the account.

Click on each type of service to get a filtered result.

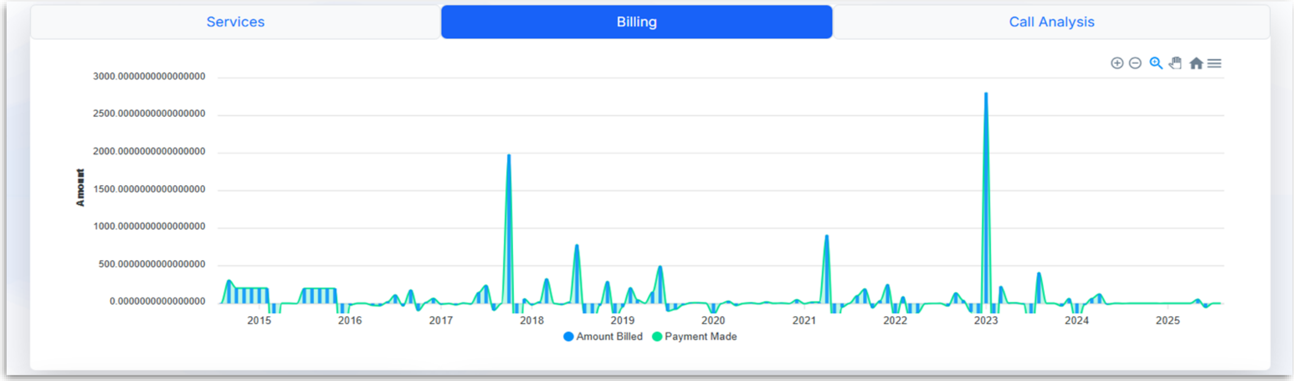


Dashboard

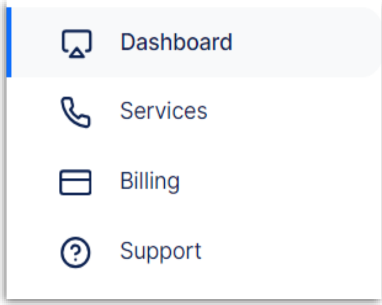


Billing shows the historical data of Amount Billed vs Payment made.

The duration will depend on what you click on 1Y, 3Y, 5Y, All

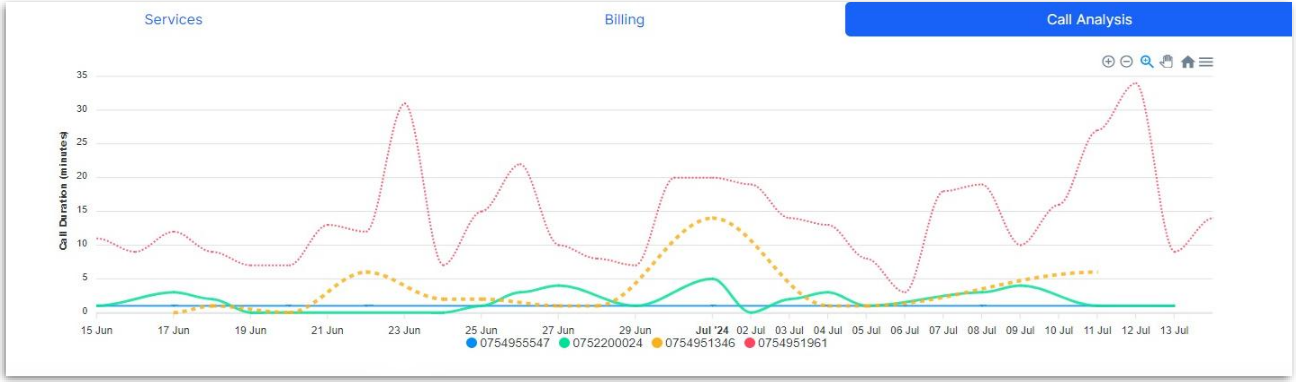


Dashboard



Call Analysis will show the usage per service number.

Hover over the graph to see the usages per service.



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Dashboard

Invoice History

Shows the total balance on the account and the option to Make a Payment.

Click Make Payment to process a credit card payment.

Payment History

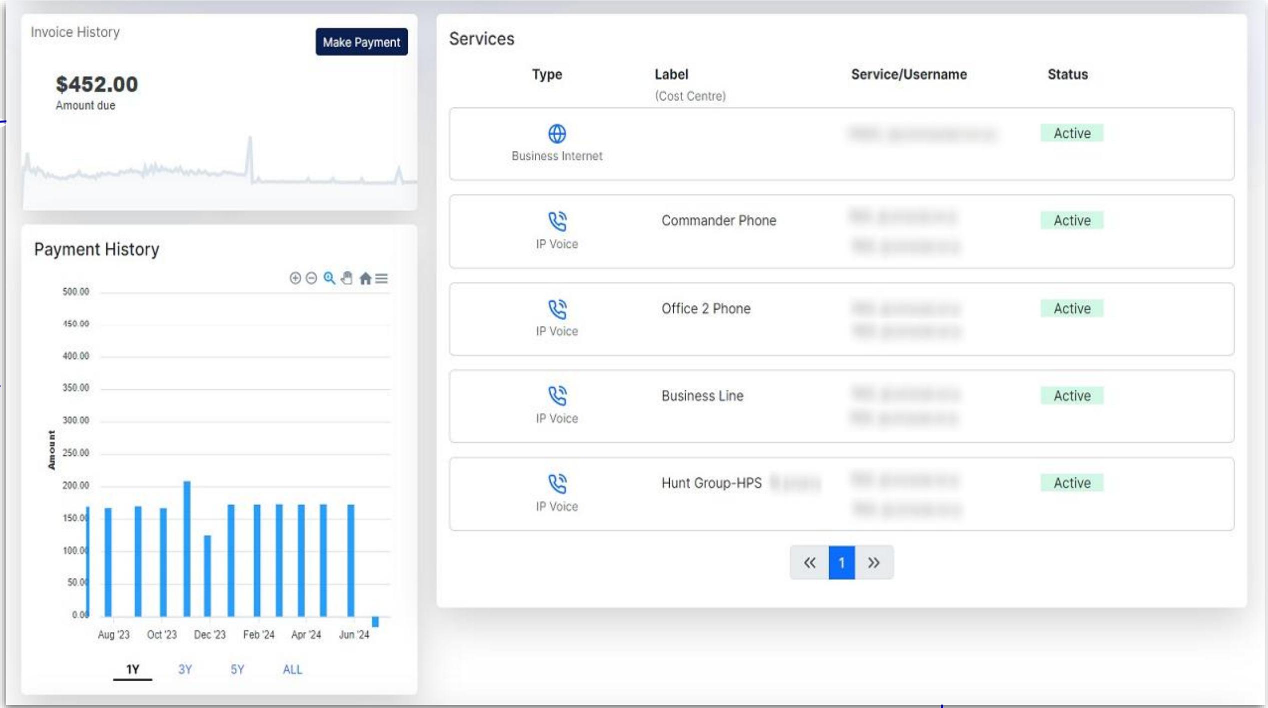
This pane will show you a quick view of comparison of payments.

Hover over the bars for more details.

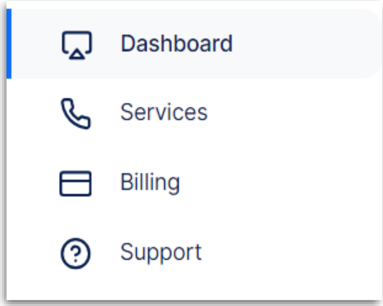
Services Pane

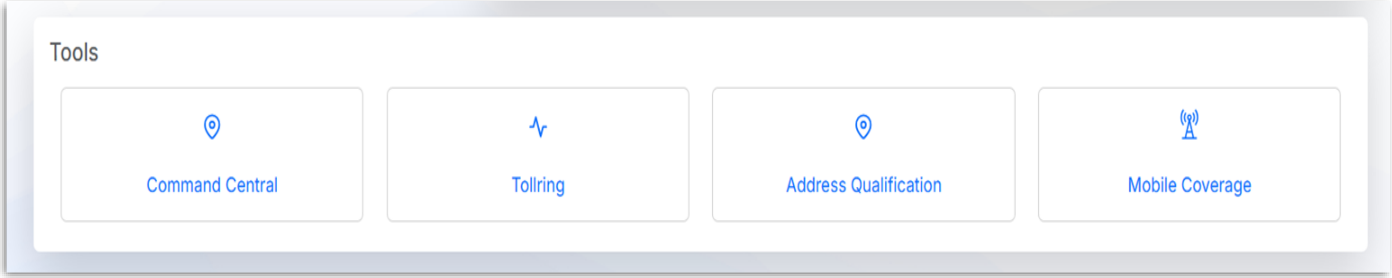
View a list of all services associated with the account.

Clicking on the service number will take you to the Services window. For more details, please refer to 'Services' section on page 7.



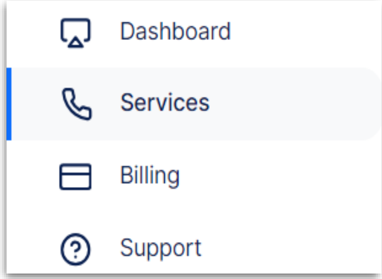
Dashboard



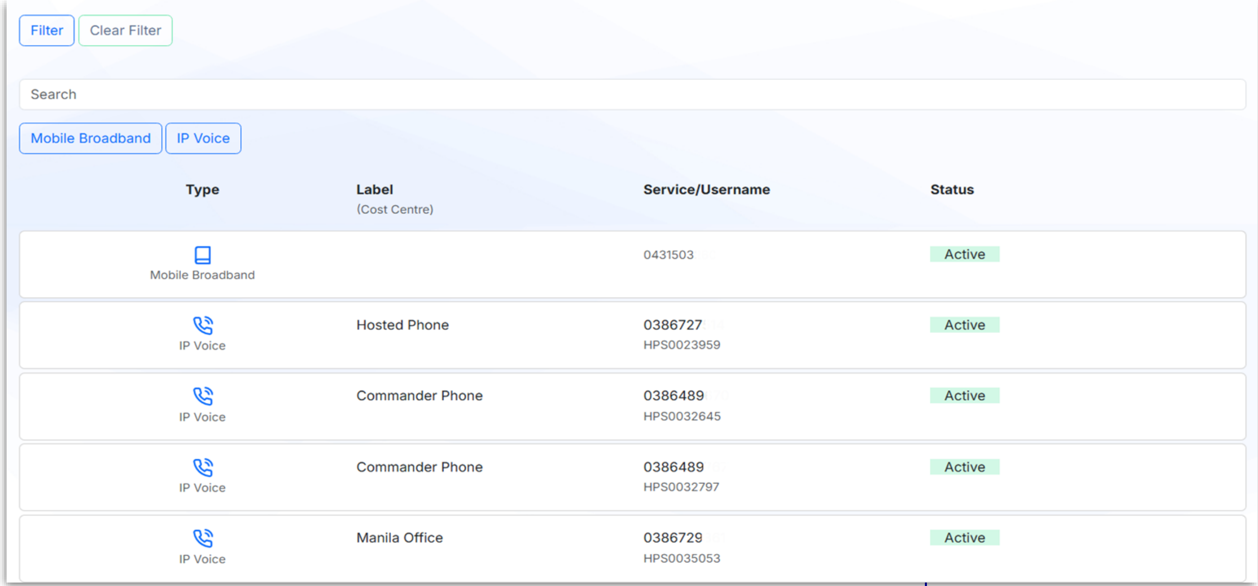


- **Command Central** is your Business Phone configuration tool. Using Command Central you can customise your phone settings to suit your business needs.
- **Address Qualification** assesses and provides details on what nbn® technology is available at your address.
- **Tollring** is where you can manage your call queue for Business Connect services
- **Mobile Coverage** to explore our mobile coverage area

Services

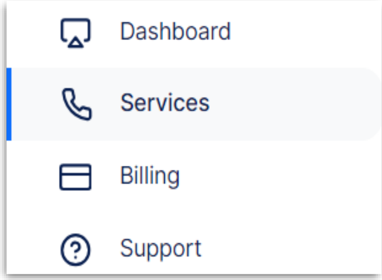


From the **Services** tab, you will be able to manage the details of your services, and check the usages by clicking the Service Type that corresponds with the service number.

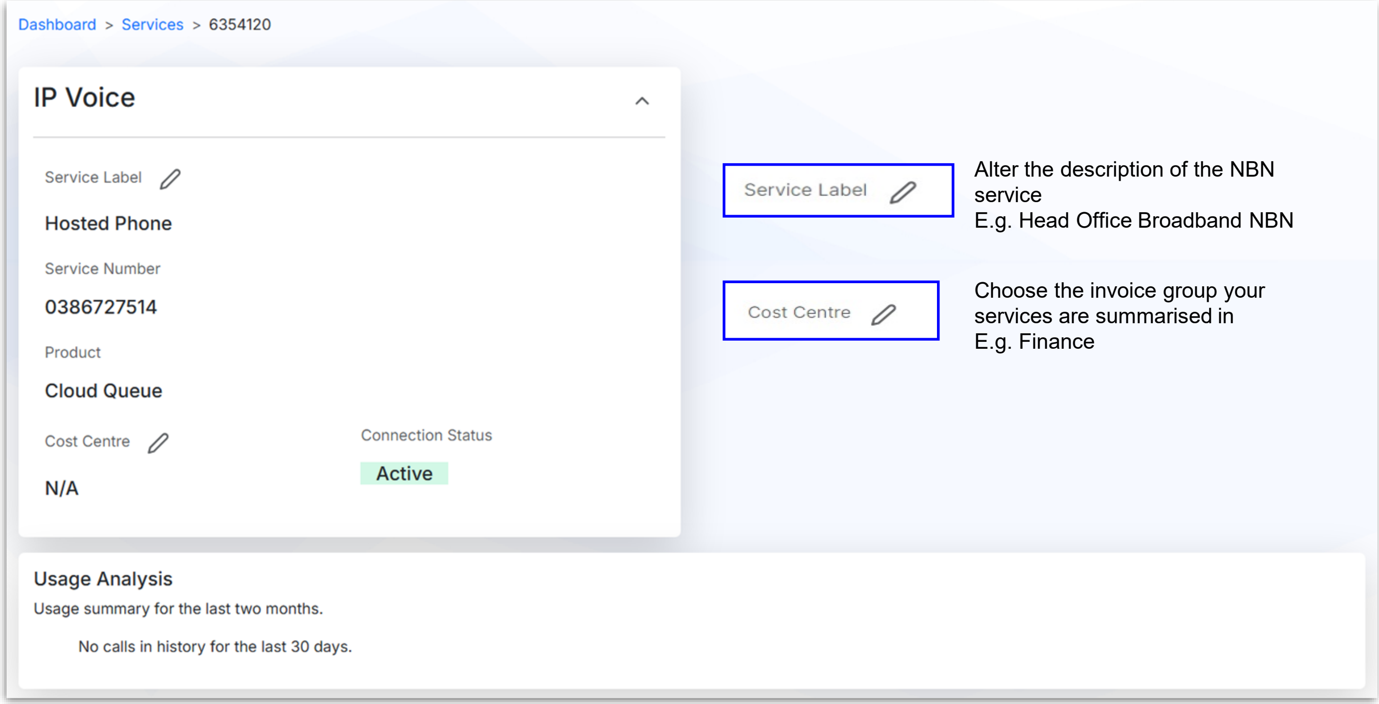


Type	Label (Cost Centre)	Service/Username	Status
Mobile Broadband		0431503	Active
IP Voice	Hosted Phone	0386727 HPS0023959	Active
IP Voice	Commander Phone	0386489 HPS0032645	Active
IP Voice	Commander Phone	0386489 HPS0032797	Active
IP Voice	Manila Office	0386729 HPS0035053	Active

Services



The **Services** section allows you to add Service Labels and Cost Centre for your services.



Service Label

Alter the description of the NBN service
E.g. Head Office Broadband NBN

Cost Centre

Choose the invoice group your services are summarised in
E.g. Finance

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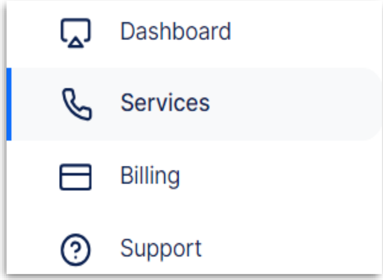
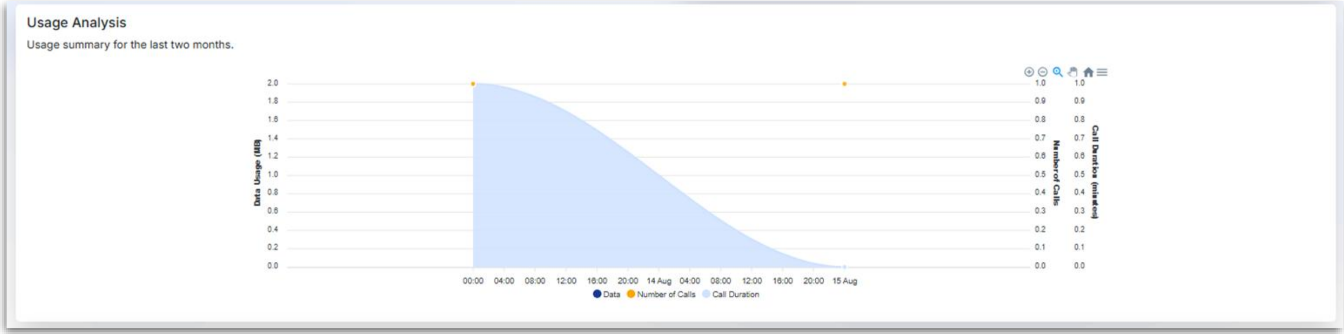
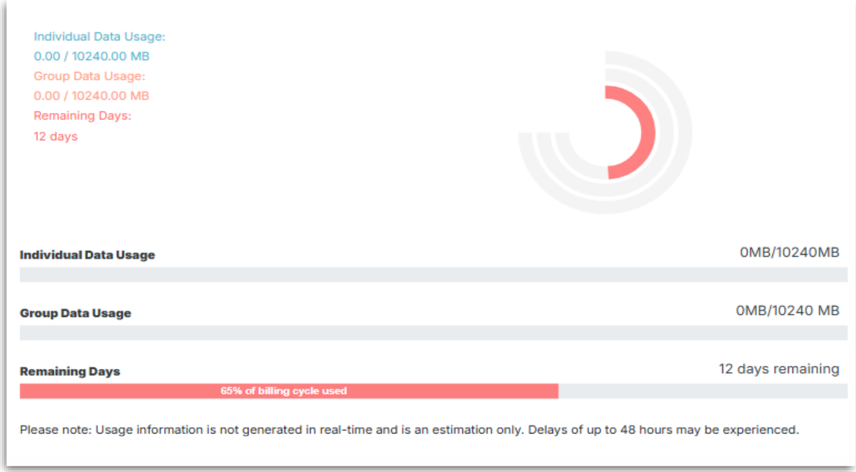
Services







From the Services tab, you will be able to monitor unbilled usage by viewing any allowances used or calls made since your last invoice.

Note: the call data is not in real time and is updated every 3 days, and charges displayed exclude any applicable promotions or discounts.

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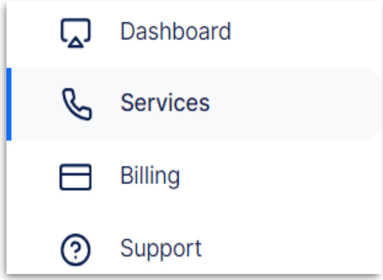
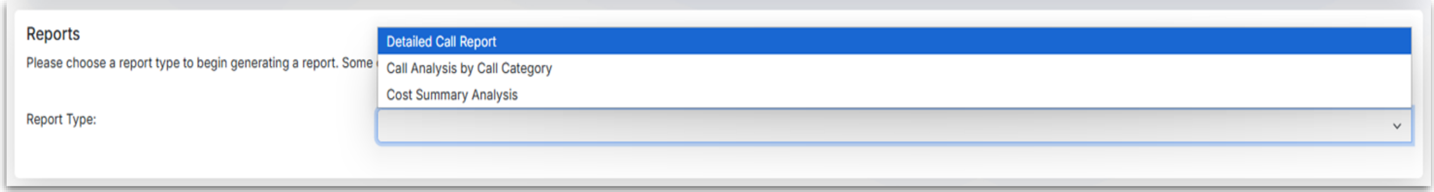
Services



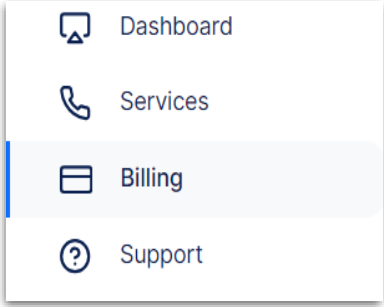
From the **Services** tab, you will be able to get the call reports.

You can export information as CSV or PDF.

Detailed Call Report	*Displays everything related to the call summary*
Call Analysis by Call Category	*Provides a breakdown of call categories e.g. local calls, mobile calls, national calls, etc. Also shows a snapshot of total calls and grouped cost in percentage*
Cost Summary Analysis	*Provides a grouped breakdown of costs for each product and types of charges*

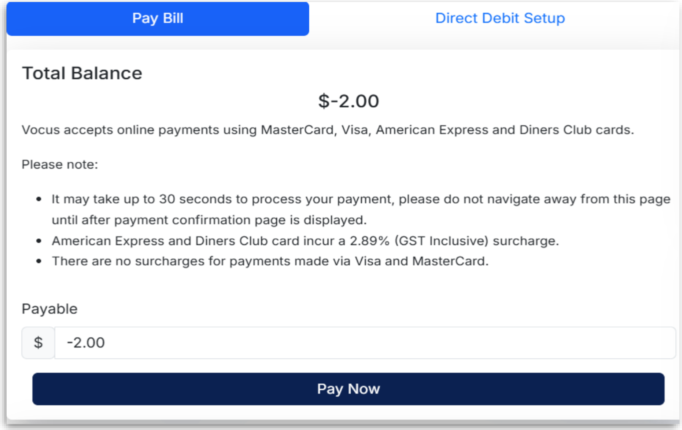


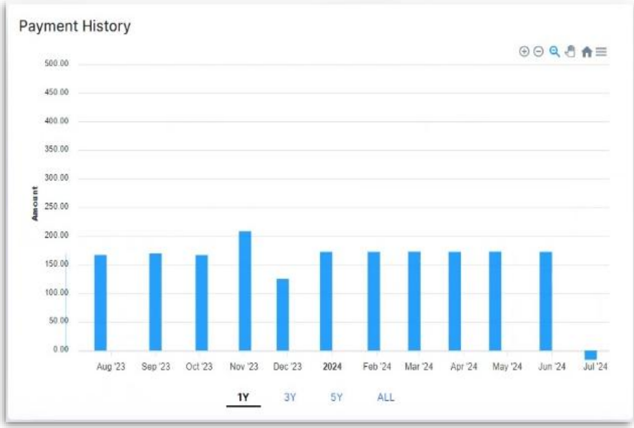
Billing



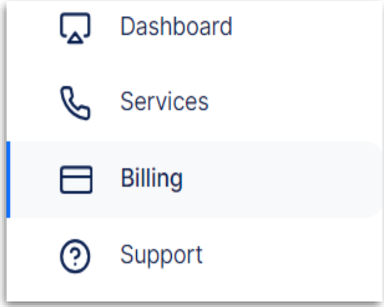
The **Billing** section allows you to manage your payment activity, this includes making secured payments, changing your payment and bill delivery method, viewing your payment history.

This section also has a history of all invoices that have been issued. This includes the date, invoice number, due date, any outstanding amounts. Invoices can be downloaded as a PDF or CSV spreadsheet.



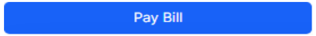


Billing



To **Make a Payment**, you can follow the instructions below:

1. Click **Make A Payment** on the Dashboard.

2. Click on 

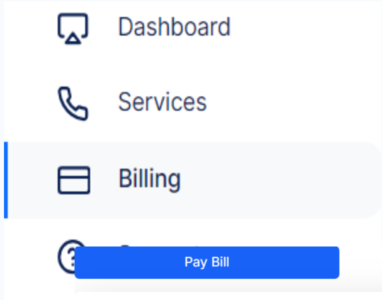
3. Enter the **Amount to Pay** (if different to amount outstanding which is defaulted) inside the box

4. Click

5. Enter the credit card details.

6. Tick the box in

7. Click



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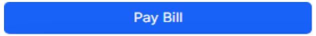
numb
amounts. Invoices can be downloaded as a PDF or CSV spreadsheet.

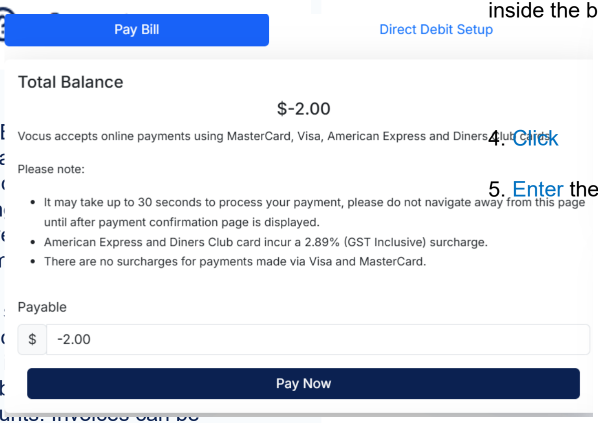
Make a Payment

Mastercard, Visa, American Express and Diners Club cards are all accepted but please note that surcharges do apply. To view surcharges, go to commander.com.au/customer-terms and look under the Schedule of Fees and Charges section.

To make a one-off payment using a Credit Card

1. Select **Billing** from the Menu, or Click **Make A Payment** on the Dashboard.
2. Click on





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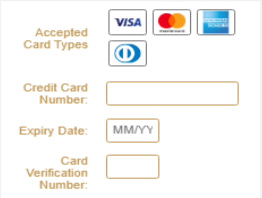
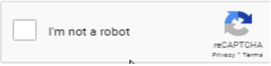
4. Click

5. Enter the credit card details.



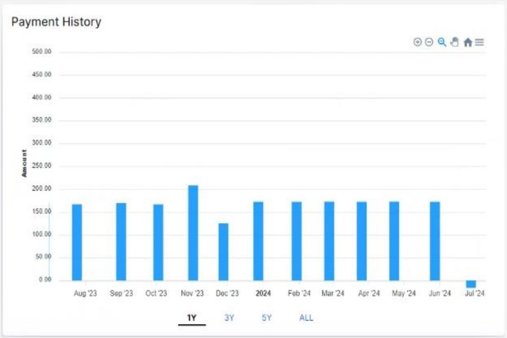
6. Tick the box in



7. Click

Payment History

This pane shows the Payment History.



The duration will depend on what you click on 1Y, 3Y, 5Y, All

Hover to the each bar graph to see the date of payment and amount paid.

Take Command User Guide

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Billing > Payments

- Dashboard
- Services
- Billing
- Support

The Billing section allows you to manage your payment activity, this includes making secured payments, changing your payment and bill delivery method, viewing your payment history.

This section also has a history of all invoices that have been issued. This includes the date, invoice number, due date, any outstanding amounts. Invoices can be downloaded as a PDF or CSV spreadsheet.

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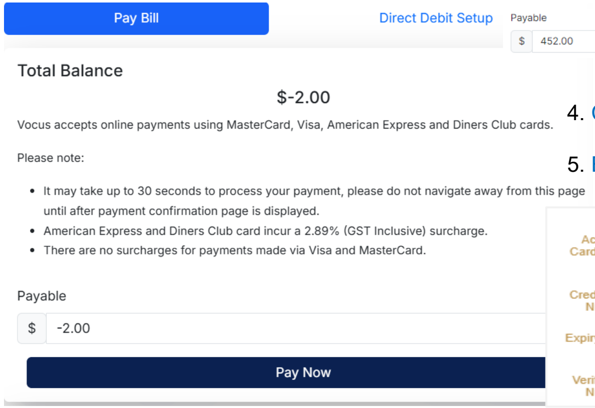
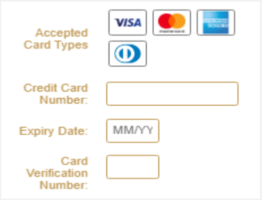


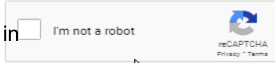
To make a one-off payment using a Credit Card

1. Select **Billing** from the Menu, or Click **Make A Payment** on the Dashboard.
2. Click on Pay Bill
3. Enter the **Amount to Pay** (if different to amount outstanding which is defaulted) inside the box

4. Click Pay Now
5. Enter the credit card details.



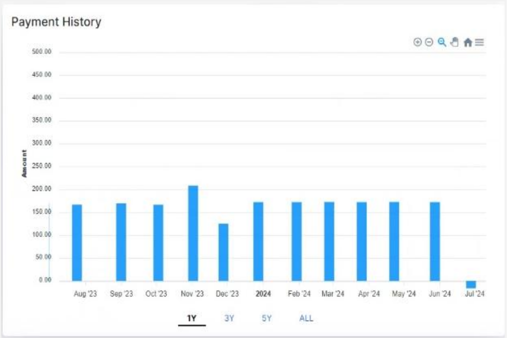
6. Tick the box in



7. Click Make Payment

Payment History

This pane shows the Payment History.



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Hover to the each bar graph to see the date of payment and amount paid.

Take Command User Guide

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Dashboard

Services

Billing

Support

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Take Command User Guide

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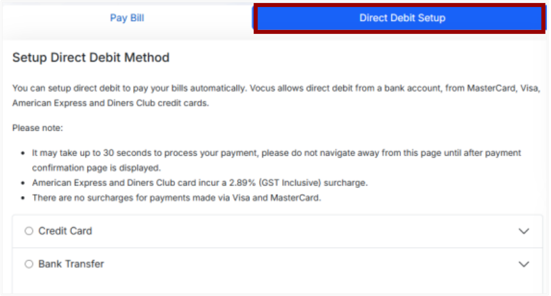
Pay via Credit Card

To set up a direct debit and pay bills automatically via Credit Card.

1. Select **Billing** from the Menu, or Click **Make A Payment** on the Dashboard.

2. Click on **Direct Debit Setup**



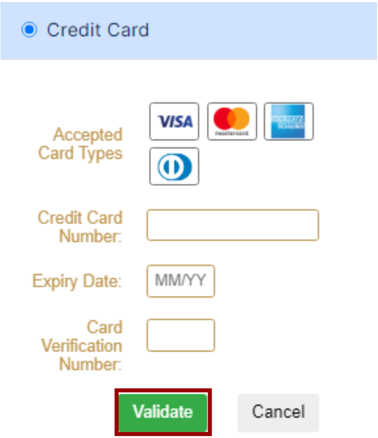
3. Click the radio button of either **Credit Card**

4. Tick Accept terms and conditions.

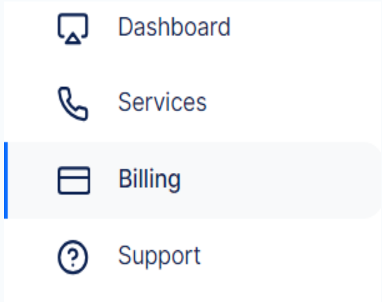
5. Click on Next

6. Enter the credit card details

7. Then click **Validate**



Billing > Direct Debit Setup



The Billing section allows you to manage your payment activity, this includes making secured payments, changing your payment and bill delivery method, viewing your payment history.

This section also has a history of all invoices that have been issued. This includes the date, invoice number, due date, any outstanding amounts. Invoices can be downloaded as a PDF or CSV spreadsheet.

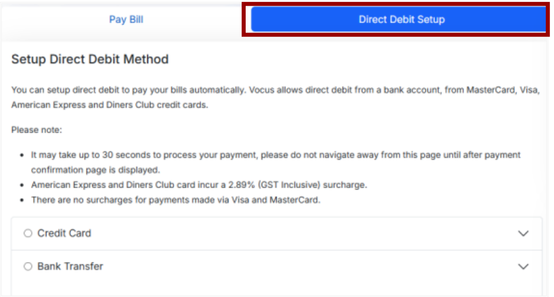
Take Command User Guide

Pay via Bank Transfer

To set up a direct debit and pay bills automatically via Bank Transfer.

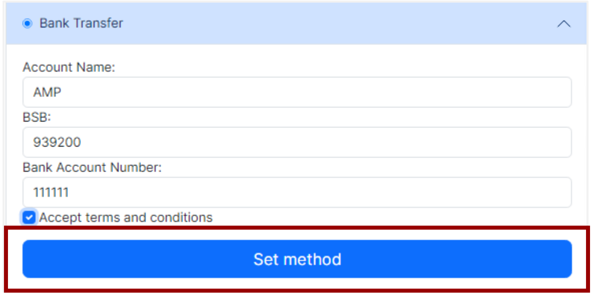
1. Select **Billing** from the Menu, or Click **Make A Payment** on the Dashboard.

2. Click on **Direct Debit Setup**

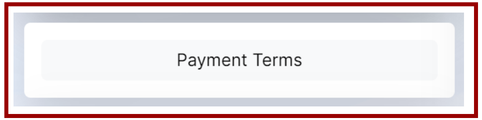


3. Click the radio button of either **Bank Transfer**

4. Enter the Bank details then click **Set method.**



To see the Direct Debit Service Agreement, click **Payment Terms.**



account means the account held at your financial institution or your credit card from which we are authorised to arrange for funds to be debited.

agreement means this Direct Debit Request Service Agreement between you and us.

banking day means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.

debit day means the day that payment by you to us is due.

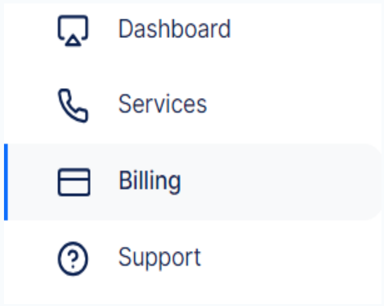
debit payment means a particular transaction where a debit is made.

direct debit request means the Direct Debit Request between us and you (and includes any Form PD-C approved for use in the transitional period).

transitional period means the period commencing on the industry implementation date for Direct Debit Requests (31 March 2000) and concluding 12 calendar months from that date.

us or we means M2 Commander Pty Ltd, a wholly owned subsidiary of Vocus Group, the Debit User you have authorised by signing a direct debit request.

Billing



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Take Command User Guide

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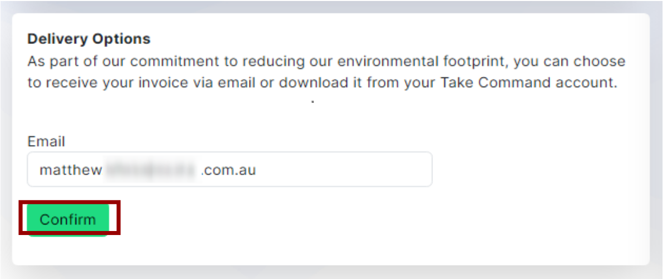
Delivery Options

To add or edit the email address where to send your invoice:

Enter the **email address** inside the box **>** Click **Confirm**

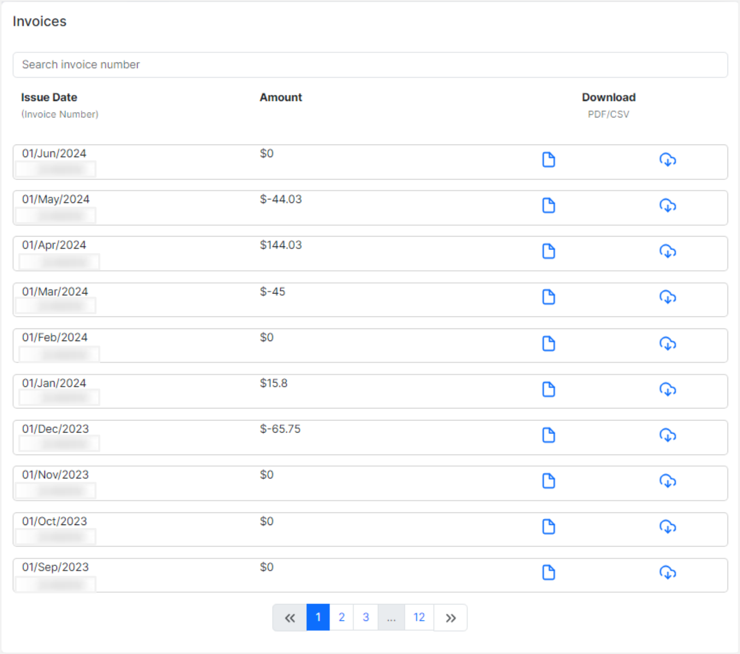


Invoices

This pane will show the invoice history. PDF and CSV spreadsheet versions of invoices are available for download.

Click to download invoice as a pdf.

Click to download invoice as a CSV spreadsheet.

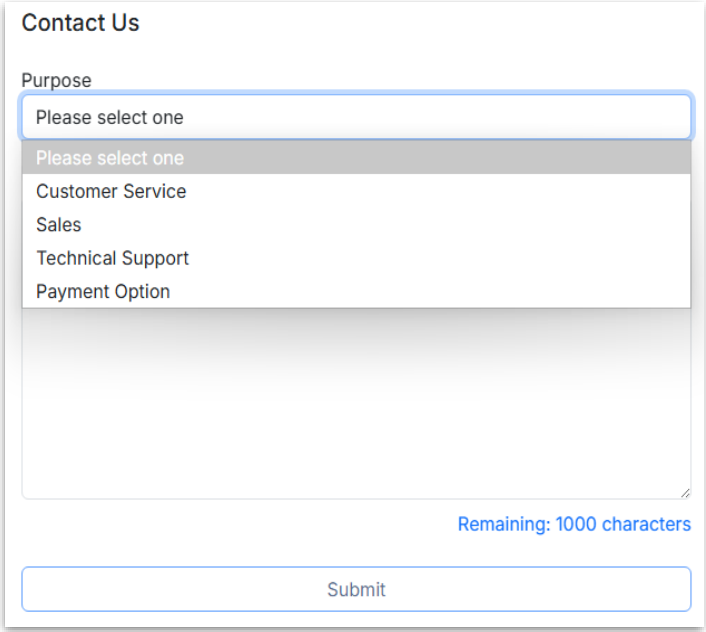


Support

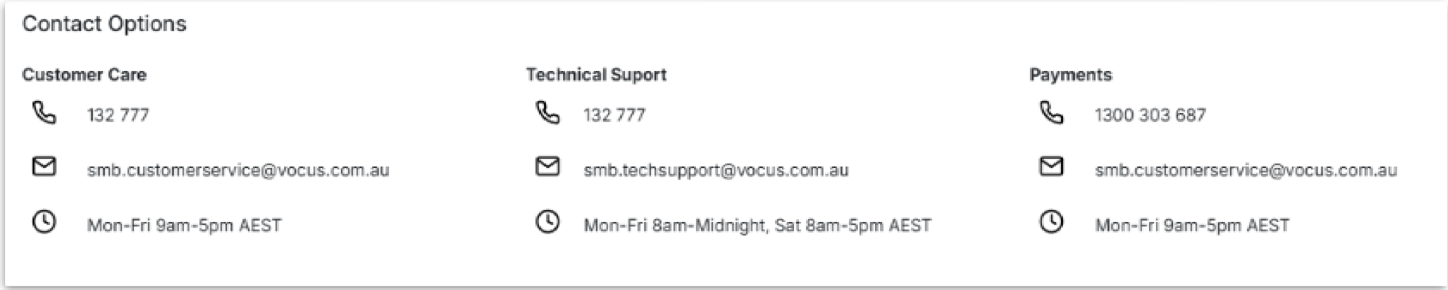
- Dashboard
- Services
- Billing
- Support

Contact Us

From the **Purpose** drop down field, select the reason you wish to contact us. In a few words let us know what your concern is and click **Submit**. Our Vocus team will be in touch with you within 2 business days.

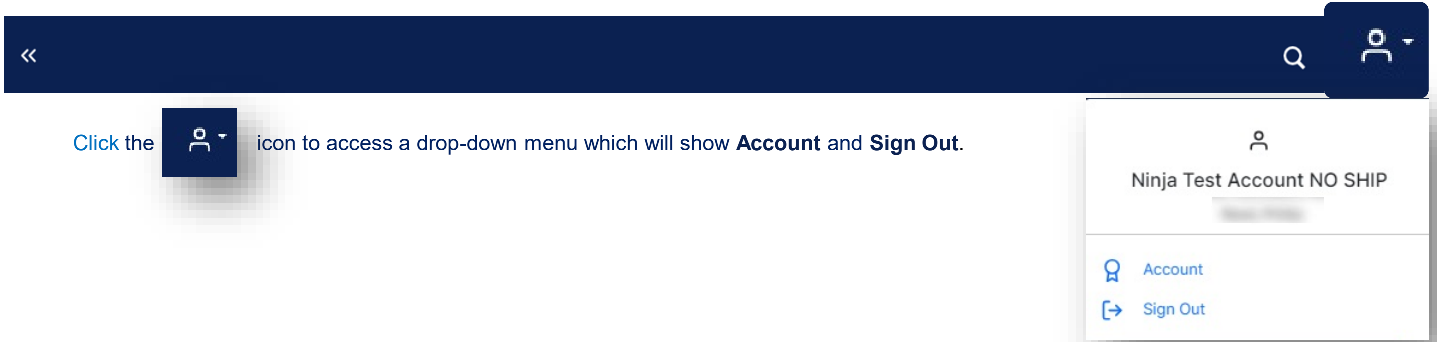


Here, you will find a list of relevant contact options and FAQs.



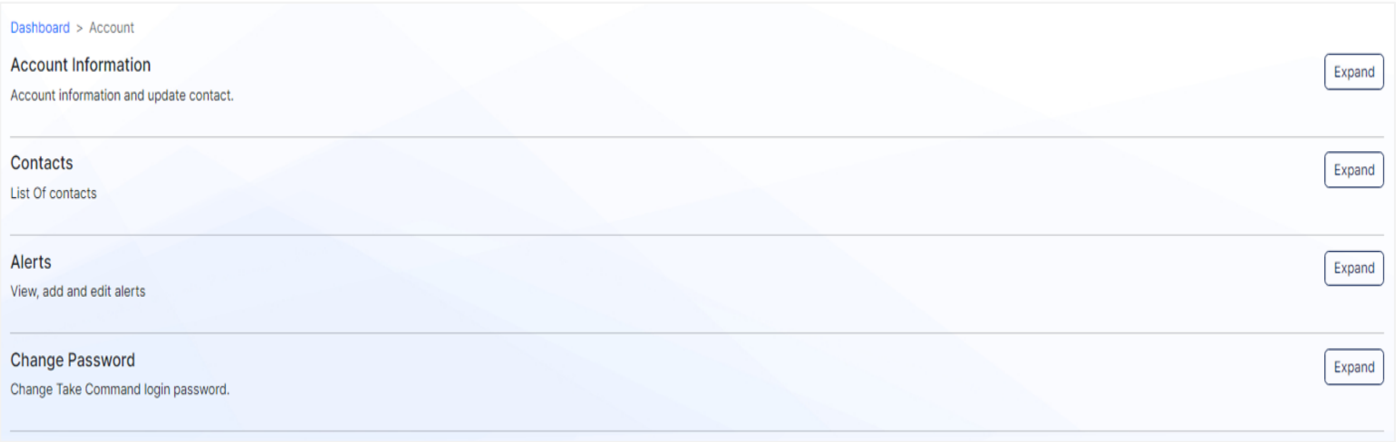
Account

This section allows you to view your account information, edit your contact details, set up alerts and change your password details.



Click the icon to access a drop-down menu which will show **Account** and **Sign Out**.

Select **Account** and the Account Information, Contacts, Alerts, and Change Password window will show.



Clicking the Expand button will display the information. The **Expand** will be changed to Collapse ompress.

Account Information
Account information and update contact.

Contacts
List Of contacts

Alerts
View, add and edit alerts

Change Password
Change Take Command login password.

This pane will show the Primary Account Holder's information.

Account Information
Account information and update contact.

Collapse

First Name
Phillip

Last Name

Email

Phone

User Name

Last Login Date
26/Jul/2024@14:22

ABN

Primary Account

Account > Contacts

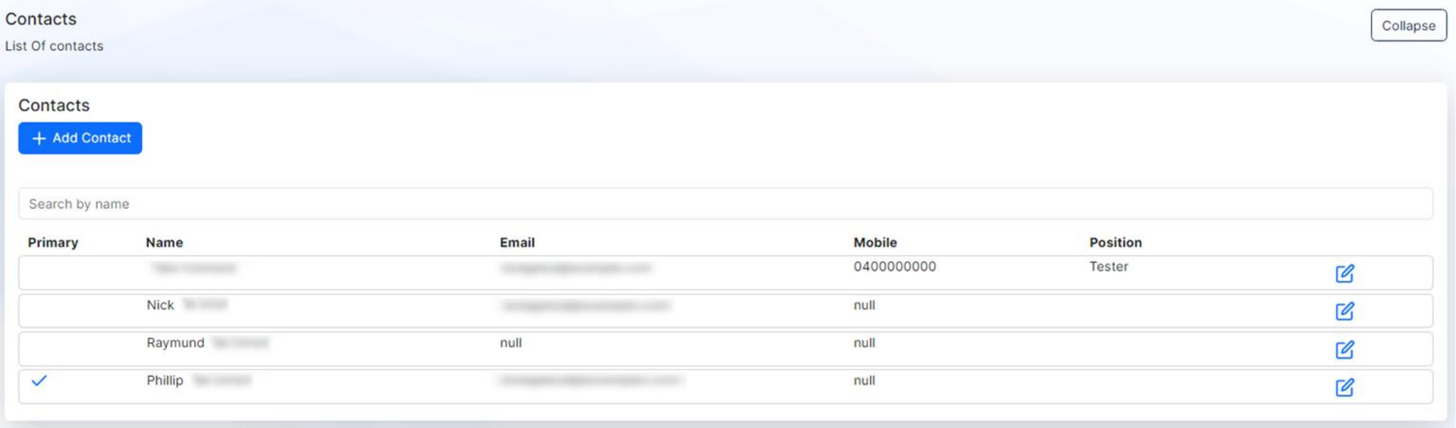
Account Information
Account information and update contact.

Contacts
List Of contacts

Alerts
View, add and edit alerts

Change Password
Change Take Command login password.

This pane will show the List of Contacts, and allow you to Add Contact or Edit Contact.



Account > Contacts

Account Information
Account information and update contact.

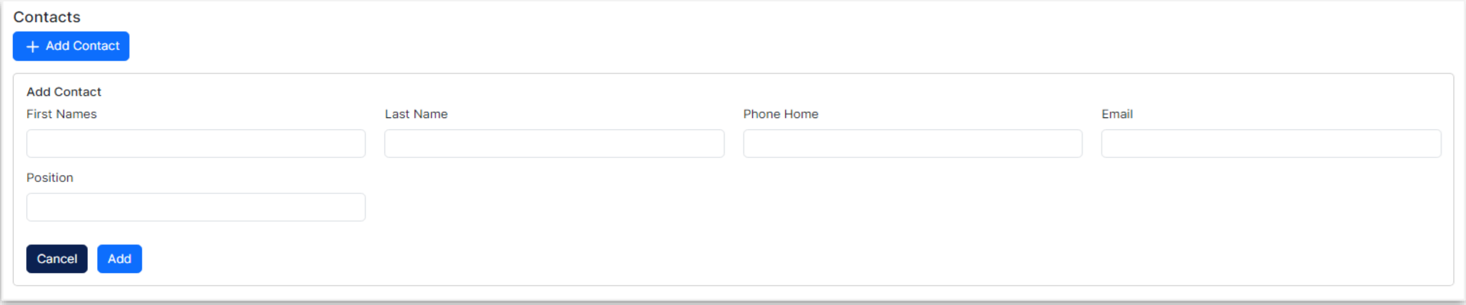
Contacts
List Of contacts

Alerts
View, add and edit alerts

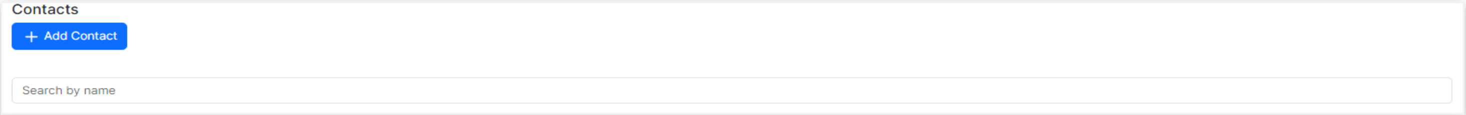
Change Password
Change Take Command login password.

To add a contact to your account, click the **Add Contact** button and update all the mandatory fields.

Click **Add** to complete.

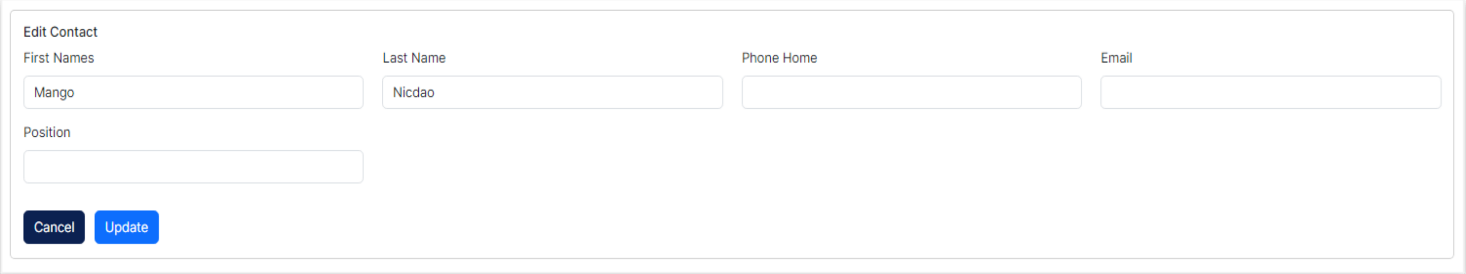


You can use the **Search by name** to look for the listed contact name.



To **edit** the information, click besides the contact name update all the mandatory fields.

Click **Update** to complete.



Account > Alerts

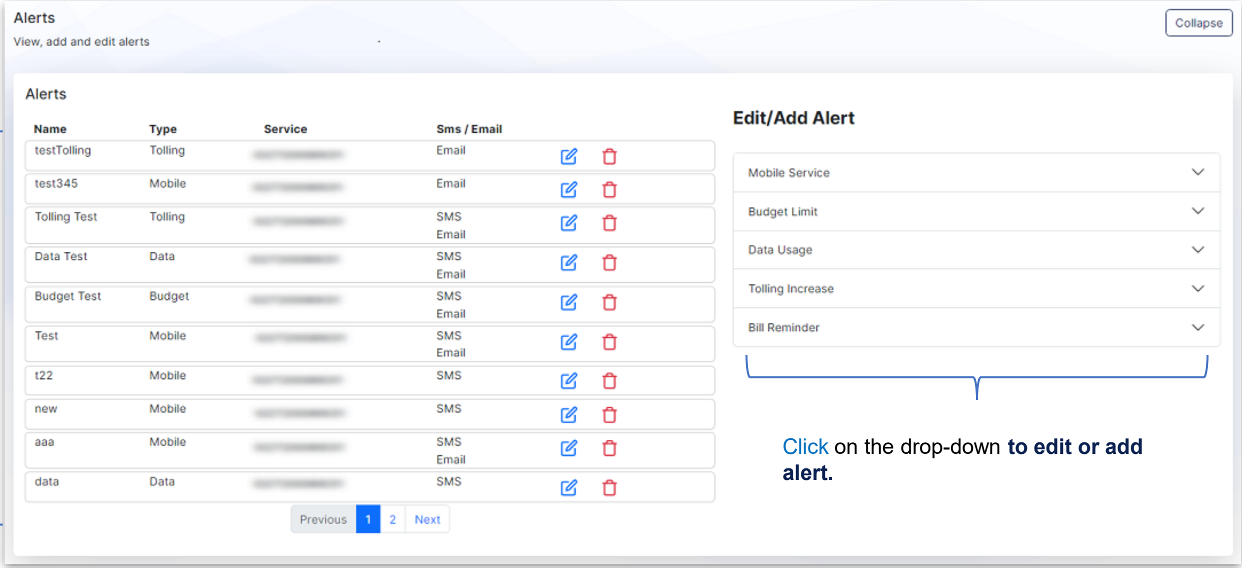
Account Information
Account information and update contact.

Contacts
List Of contacts

Alerts
View, add and edit alerts

Change Password
Change Take Command login password.

This pane shows the Alerts created for each service numbers.



Click on the drop-down **to edit or add alert.**

Alerts can help keep a track of your mobile spend, data usage, budget limit, and set reminders for when your next bill is due. A standard alert will be pre-set on your mobile and/ or broadband account.

Additional alerts can be set based on usage or spend and we will send you a SMS when these thresholds are reached.

Account > Alerts Mobile Service

Account Information
Account information and update contact.

Contacts
List Of contacts

Alerts
View, add and edit alerts

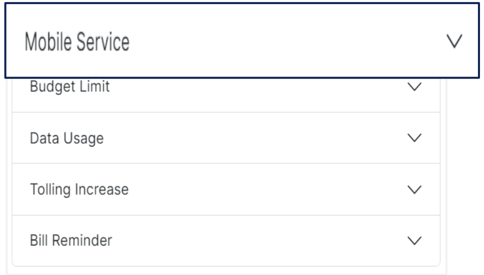
Change Password
Change Take Command login password.

Alerts can help keep a track of your mobile spend, data usage, budget limit, and set reminders for when your next bill is due. A standard alert will be pre-set on your mobile and/ or broadband account.

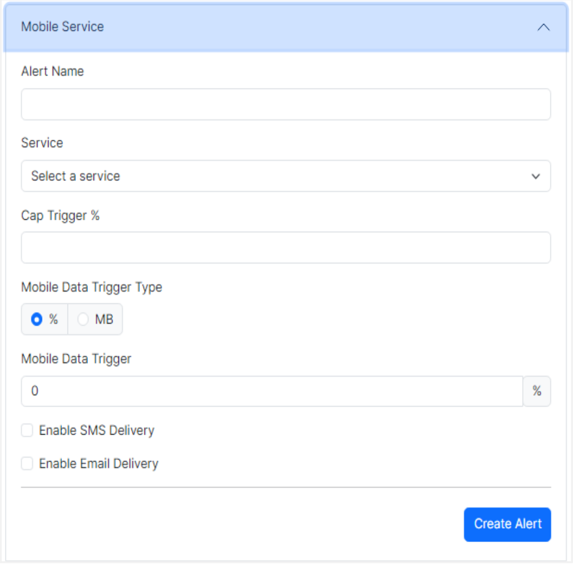
Additional alerts can be set based on usage or spend and we will send you a SMS when these thresholds are reached.

Take Command User Guide

1. Select **Mobile Service**.



2. Enter required Alert Options and click **Create Alert**.



Setting an alert for your mobile services based on the percentage of call allowance used.

Alert Options

> **Alert Name**	The name for your alert. More than one alert name can be created and it has to be unique.
> **Service**	Choose the service the alert is to be applied to. Start entering a number and available options are displayed on a drop-down menu.
> **Cap Trigger**	What percentage of the cap usage will trigger the alert. Enter a percentage (without the % symbol).
> **Mobile Data Trigger**	What portion of the data used will trigger the alert in either MB or a percentage of data allowance.
> **Send via Email**	Email address for the alert to be sent to.
> **Send via SMS**	Mobile number for the SMS alert to be sent to.

Account > Alerts Budget Limit

Account Information
Account information and update contact.

Contacts
List Of contacts

Alerts
View, add and edit alerts

Change Password
Change Take Command login password.

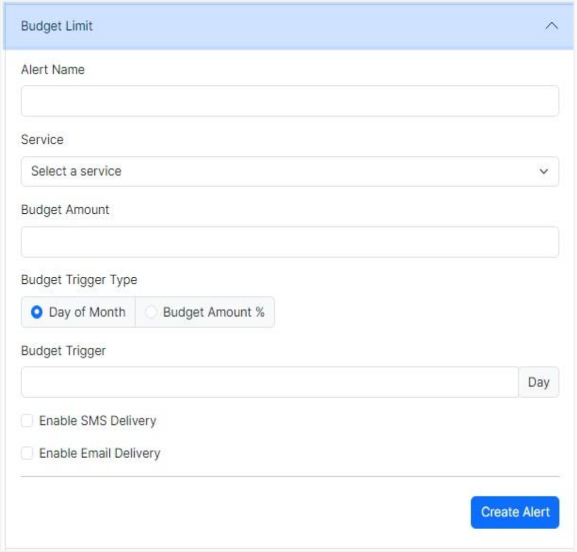
Alerts can help keep a track of your mobile spend, data usage, budget limit, and set reminders for when your next bill is due. A standard alert will be pre-set on your mobile and/ or broadband account.

Additional alerts can be set based on usage or spend and we will send you a SMS when these thresholds are reached.

Take Command User Guide

1. Select **Budget Limit**.

2. Enter required Alert Options and click **Create Alert**.



Setting an alert for your mobile services based on the set budget amounts.

Alert Options

> **Alert Name**	The name for your alert. More than one alert name can be created and it has to be unique.
> **Service**	Choose the service the alert is to be applied to. Start entering a number and available options are displayed on a drop-down menu.
> **Budget Amount**	The amount used to calculate the budget trigger.
> **Budget Trigger**	What dollar figure of the budget usage will trigger the alert.
> **Send via Email**	Email address for the alert to be sent to.
> **Send via SMS**	Mobile number for the SMS alert to be sent to.

Account > Alerts Data Usage

Account Information
Account information and update contact.

Contacts
List Of contacts

Alerts
View, add and edit alerts

Change Password
Change Take Command login password.

Alerts can help keep a track of your mobile spend, data usage, budget limit, and set reminders for when your next bill is due. A standard alert will be pre-set on your mobile and/ or broadband account.

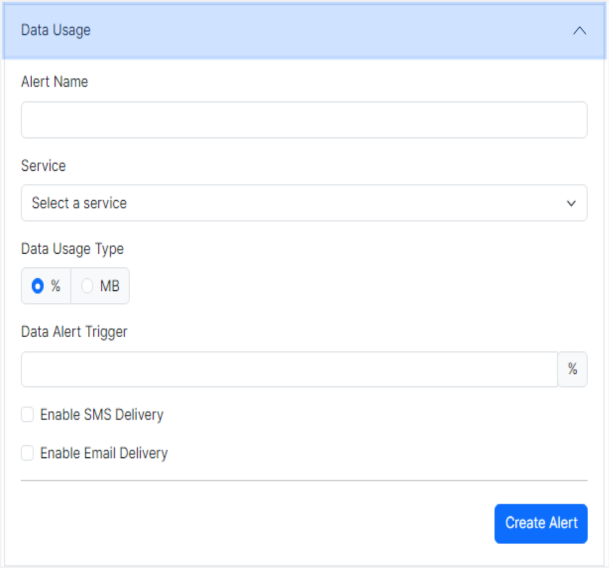
Additional alerts can be set based on usage or spend and we will send you a SMS when these thresholds are reached.

Take Command User Guide

VOCUS

1. Select **Data Usage**.

2. Enter required Alert Options and click **Create Alert**.



Setting an alert for your mobile services based on the amount of data used.

Alert Options

> **Alert Name**	The name for your alert. More than one alert name can be created and it has to be unique.
> **Service**	Choose the service the alert is to be applied to. Start entering a number and available options are displayed on a drop-down menu.
> **Data Alert Trigger**	Percentage or Megabyte allowance.
> **Send via Email**	Email address for the alert to be sent to.
> **Send via SMS**	Mobile number for the SMS alert to be sent to.

Account > Alerts Tolling Increase

Account Information

Account information and update contact.

Contacts

List Of contacts

Alerts

View, add and edit alerts

Change Password

Change Take Command login password.

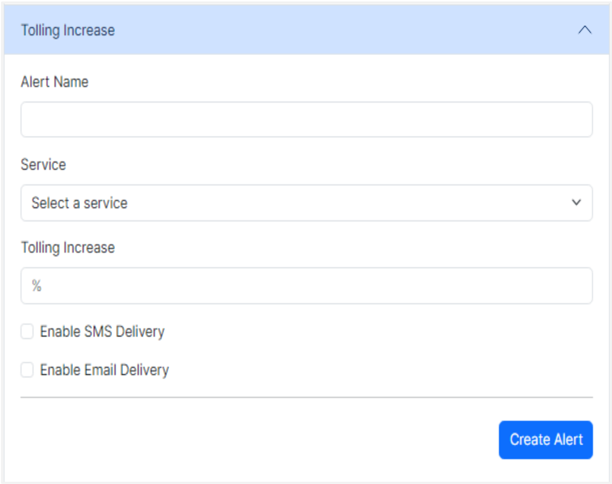
Alerts can help keep a track of your mobile spend, data usage, budget limit, and set reminders for when your next bill is due. A standard alert will be pre-set on your mobile and/ or broadband account.

Additional alerts can be set based on usage or spend and we will send you a SMS when these thresholds are reached.

Take Command User Guide

1. Select **Tolling Increase**.

2. Enter required Alert Options and click **Create Alert.**



Setting an alert to show when the cost for a mobile service has increased compared to the previous month.

Alert Options

> Alert Name — The name for your alert. More than one alert name can be created and it has to be unique.

> Service — Choose the service the alert is to be applied to. Start entering a number and available options are displayed on a drop-down menu.

> Tolling Increase — Percentage increase based on last invoice.

> Send via Email — Email address for the alert to be sent to.

> Send via SMS — Mobile number for the SMS alert to be sent to.

Account > Alerts Bill Reminder

Account Information
Account information and update contact.

Contacts
List Of contacts

Alerts
View, add and edit alerts

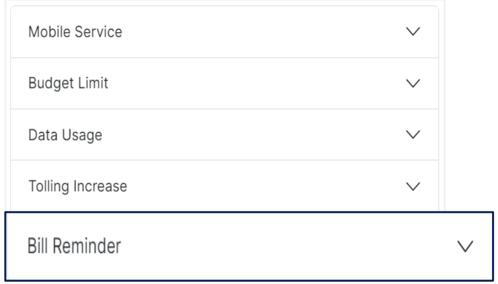
Change Password
Change Take Command login password.

Alerts can help keep a track of your mobile spend, data usage, budget limit, and set reminders for when your next bill is due. A standard alert will be pre-set on your mobile and/ or broadband account.

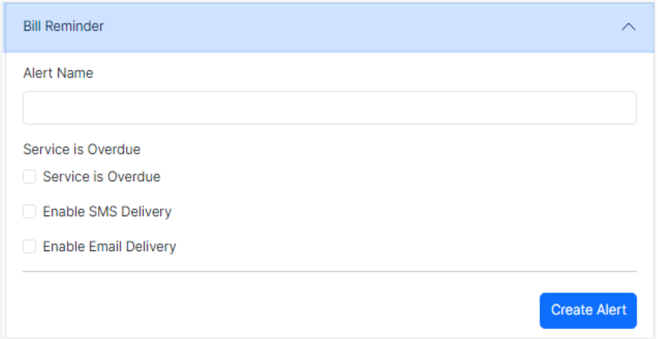
Additional alerts can be set based on usage or spend and we will send you a SMS when these thresholds are reached.

Take Command User Guide

1. Select **Bill Reminder**.



2. Enter required Alert Options and click **Create Alert**.



Setting an alert to show when your next bill is due.

Alert Options

> Alert Name	The name for your alert. More than one alert name can be created and it has to be unique.
> Service is Overdue	Tick to be notified when an invoice is overdue
> Send via Email	Email address for the alert to be sent to.
> Send via SMS	Mobile number for the SMS alert to be sent to.

Account > Change Password

Account Information
Account information and update contact.

Contacts
List Of contacts

Alerts
View, add and edit alerts

Change Password
Change Take Command login password.

To change your **Take Command Password**

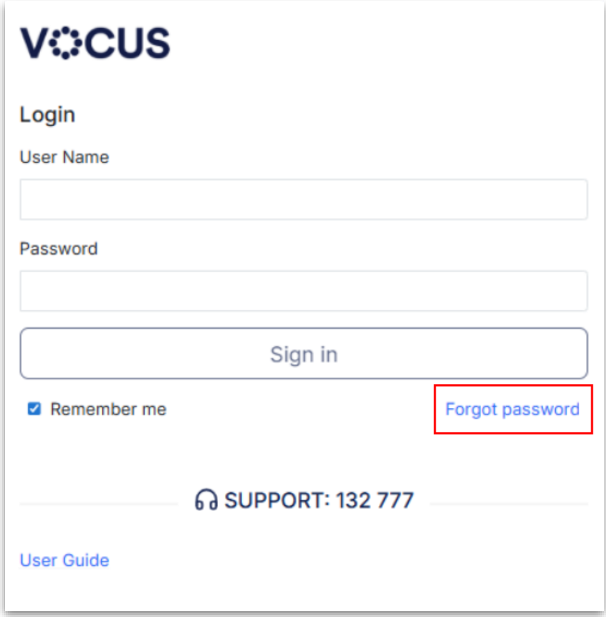
Enter **Current Password**, **New Password** and **Confirm Password and** click Change Password

Please note: Your new password must be between 8 and 30 characters long, and must be a combination of upper case, lower case, numbers and symbols.

Account > Reset Password

To reset your **Take Command Password**

1. Click on the Forgot password link



2. Enter your User Name and Captcha and clic Reset password

Please note:
If you don't recall your User Name please contact us on 132 777.

VOCUS