

# 13/1300/1800 Inbound Numbers

## CRITICAL INFORMATION SUMMARY

### SERVICE & PRICE INFORMATION

#### SERVICE DESCRIPTION

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.

#### MINIMUM CONTRACT TERM

1 month.

#### KEY DETAILS

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.

#### 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.

### INFORMATION ABOUT PRICING

#### PRICING

This pricing is not available to new Inbound Numbers. Only existing Commander 13/1300/1800 services already connected to this pricing plan can continue to receive these rates.

| Plan Details & Rates                           | 13/1300 Inbound  | 1800 Inbound      |
|--|--|-------------------|
| Minimum Monthly Access Fee (per month)         | \$25   | \$25              |
| Total Minimum Cost <sup>1</sup> (1-month term) | \$25   | \$25              |
| Local  | First 10 minutes free per call +<br>\$0.06 per minute thereafter | \$0.06 per minute |
| National                                       | \$0.06 per minute  |                   |
| Mobile   | \$0.15 per minute  |                   |
| Calls Terminating on a Mobile                  | \$0.15 per minute  |                   |

| Other Fees            | Charges                              |
|-----------------------|--------------------------------------|
| New Number            | Not available with this pricing plan |
| Porting Fee           | No charge                            |
| Adds, Moves & Changes | \$40 each                            |

Timed calls are billed in 1 second increments. All pricing is GST inclusive.

## OPTIONAL SERVICES

All usage types not listed as included in your plan, are charged in addition to the Monthly Access Fee.

| Feature                       | Setup Fee      | Monthly Fee    |
|-------------------------------|----------------|----------------|
| Exchange Service Area Routing | Not applicable | \$175          |
| Post Code Routing             | \$1,000        | \$450          |
| Mobile Location Routing       | Not applicable | \$450          |
| RVA/IVR Service               | Not applicable | \$20           |
| RVA/IVR Recording             | \$50           | Not applicable |

For more information about these optional services, please speak to your Commander representative.

## HOW WE CALCULATE EARLY TERMINATION FEES

Not applicable.

## 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.

### 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, our Schedule of Fees & Charges on our website [commander.com.au/customer-terms](http://commander.com.au/customer-terms), or contact us on 132 777.

### 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.

### 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](http://commander.com.au/contact-us);
- Email us at [customerservice@commander.com](mailto:customerservice@commander.com);
- Call us on 132 777 (Check website for operating 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/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.