

Remote Call Diversion

Critical Information Summary

Service and Price Information

Vocus's Remote Call Diversion plan provides a virtual call diversion solution without the need for a physical telephone line. You can transfer your existing Office Phone number or activate a new number with Vocus. Call prices vary depending on the plan. Details in the table below. Remote Call Diversion plans are not available for resale or high-volume telemarketing services. This service has a 1-month minimum term applicable.

Pricing

| | Remote Call Diversion Basic | Remote Call Diversion Standard |
|--|---|--------------------------------|
| Pre-paid Monthly Access Fee | \$30 | \$45 |
| Min Cost – 1 mth term | \$30 | \$45 |
| Standard local calls | 20c | Unlimited |
| National calls to standard fixed lines | 20c per minute | Unlimited |
| Calls to standard Australian mobiles | 39c per minute | Unlimited |
| 13/1300 calls | 44c per call | |
| International calls | Please visit: vocus.com.au/business/commander-customer-hub/phone-and-voice-services | |
| Vocus to Vocus Calls (prev.Commander) | Unlimited (Except for 13/1300 calls) | |

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 vocus.com.au/help-and-support/legal-contracts, or contact us at 132 777.

Hardware

No hardware is required to utilise this service. It is a virtual service which operates in the Commander network.

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 via takecommand.com.au
- Email us at smb.customerservice@vocus.com.au
- 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 email smb.advocacy@vocus.com.au or call 132 777.

If you are still not satisfied with the steps taken by Vocus 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 Vocus, and is an option of last resort. Contact the TIO by visiting www.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 vocus.com.au/help-and-support/legal-contracts for full terms.

Thank You for Choosing Vocus for Your Business Communications.