

Commander Phone Office

CRITICAL INFORMATION SUMMARY INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION

Commander Phone plans provide your business with an nbn™ ready phone service delivered over your broadband Internet service, also known as Internet telephony.

HARDWARE

You will be supplied with a 4.3" Colour Display IP phone whilst your service is with Vocus.

MINIMUM CONTRACT TERM

36 Month

MINIMUM TOTAL COST

\$1,628.15 includes a \$9.95 P+H per handset (all prices include GST).

STANDARD INSTALLATION REQUIREMENTS

An Internet service with minimum 100/100 Kbps per concurrent call is required (not included) . Use your existing Internet connection or purchase from Vocus.

Self-install (including any associated cabling, configuration of your network and any routers and/or switches) or Valet Install is available (may cost extra), contact us for more information.

KEY DETAILS

This service allows you to make and receive phone calls.

The monthly Access Fee includes IP enabled handset rental, Vocus to Vocus calls on the same account. Other calls, optional Value Added Services and any other equipment or services required to operate your service are charged in addition to your monthly Access Fee.

This service is not appropriate if you require an uninterrupted phone service with access to 000 emergency services and will not function in the event of a power failure. Vocus does not offer Priority Assistance.

INFORMATION ABOUT THE PRICING

| Handsets & Plans | Office (GST Inclusive) |
|----------------------------------------------------------------------------------------------------------------------------|------------------------|
| Minimum Contract Term | 36 Month |
| Minimum Monthly Access Fee (per service including handset rental) | \$44.95 |
| Minimum Total Cost (per service including set up fee (if applicable), handset rental & P&H per handset as indicated above. | \$1,628.15 |

Prices exclude your Internet service charges and any other Smart Extras that are selected such as Mobile Call Packs and any optional hardware purchased.

EARLY TERMINATION CHARGE

If you cancel the service within the contract term, Early Termination Fees (ETF) will apply per Office plan handset,. ETF is calculated as \$400.00 per Office plan handset, pro-rated over the remaining months of your contract. For rented equipment, you must return handset(s) within 30 days of service cancellation or handset(s) non-return fee applies (\$300 per handset).

CALL RATES

The table below shows standard call rates for the Commander Phone plan. Timed calls are billed in 1 second increments.

| Standard Call Type | Call Rates |
|--------------------------|---------------------------------------------------------------------------------------------------------------------------|
| Local Calls | Unlimited |
| National Calls | Unlimited |
| Calls to Mobiles | 25c per minute |
| Calls to 13/1300 Numbers | 44c per call |
| Free Internal Calls | FREE CALLS made from your Commander Phone service to any other office on the same account. 24 hours a day, 7 days a week. |

This service is not available for resale or high volume telemarketing purposes, Vocus Acceptable Use Policy applies.

OTHER INFORMATION

FULL TERMS

For existing customers, if you've already signed a Master Services Agreement, Commander Phone and Commander Key Phone Service Schedule with Vocus (together comprising the **MSA**), the MSA sets out the terms & conditions on which we provide our products & service.

For new customers (including TCP Customers), Vocus' Standard Terms and Conditions, Commander Phone and Commander Key Phone Service Schedule set out the terms & conditions on which we provide our products & services. See vocus.com.au/legal-contracts for full terms.

A "TCP Customer" is:

(a) a person who acquires a service for the primary purpose of personal or domestic use and not for resale; or

(b) a business or non-profit organization which acquires a service not for resale and which at the time it enters into a contract with Vocus:
 (i) does not have a genuine and reasonable opportunity to negotiate the terms of the agreement with Vocus; and
 (ii) has or will have an annual spend with Vocus which is, or is estimated on reasonable grounds by Vocus to be, no greater than \$20,000.

If you are a new customer and would like to negotiate an agreement with Vocus for the supply of this service please contact your account manager.

USAGE INFORMATION

For information about current usage levels log into 'My Account' at takecommand.vocus.com.au or contact us.

PAPER BILLING OPTION

Vocus 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.

PAYMENT METHOD

Payment by Electronic Funds Transfer from your bank account using the following details: BSB: 033-157, Account Number: 573422 does not incur fees. Charges apply for other payment methods. For details, see your invoice, our Schedule of Fees & Charges on our website vocus.com.au/legal/commander or contact us.

CONTACT US

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

- Via email: customersupport@vocus.com.au; or
- By phone: 1300 948 555, 8am - 7pm AEST, Monday to Friday.

If for some reason you are not satisfied with the service we provide, please let us know so we can try to fix it. If we are unable to resolve your issue to your satisfaction, please visit vocus.com.au/legal/commander.

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 tio.com.au or by calling 1800 062 058.

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