

Dedicated Access ADSL

CRITICAL INFORMATION SUMMARY INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION

The Zone 1, 2 & 3 Dedicated Access plan is an internet service ordered over the copper network infrastructure supplied to us by our wholesale partners. This service is designed to provide Voice-only Data channels in support of Commander IP Voice services supplied by Vocus. To set-up this service you need to Transfer an existing PSTN line or order a new PSTN line with Vocus. The Broadband service is bundled over this line. The MAF displayed is the Total bundle price. If a New phone line is required there will be an additional Setup fee of \$299. Some installations require additional cabling from the MDF to the first point (socket) in your premises. If you do not already have cabling in place an additional fee of \$299 applies.

HARDWARE

A Business Gateway modem is included - not optional. \$19.95 P&H fee applies for modem delivery.

The Business Gateway is pre-configured, customer self-installed and supports mobile broadband backup for Internet telephony calls when an eligible Commander IP Voice service is bundled on the same account.

Optional: The modem can be installed as part of a Valet Installation Service for an additional \$89.00.

MINIMUM CONTRACT TERM

24 Months

INFORMATION ABOUT THE PRICING

CONTRACT TERM	Zone	Setup Fee	Monthly Access Fee	Total Minimum Cost
24 MONTHS	Zone 1	\$229	\$44	\$1285
	Zone 2/3	\$229	\$69	\$1885

All pricing includes GST. Total min cost over contract term includes \$19.95 P+H for modem.

EARLY TERMINATION CHARGE

If you cancel the service within the contact term, Early Termination Fees (ETF) will apply. ETF is calculated as 50% of the monthly access fee, multiplied by months remaining on the agreement.

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.com.au or contact us.

PAPER BILLING OPTION

The 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.