

# Dedicated Access NBN

## CRITICAL INFORMATION SUMMARY INFORMATION ABOUT THE SERVICE

### SERVICE DESCRIPTION

The Vocus Dedicated Access Service provides a dedicated, voice only channel in support of Commander by Vocus IP Voice Services for voice calls. No internet access is provided. This Service is only available in NBN enabled areas (Ready for Service)

### KEY DETAILS

The connection tier provided is based on overall voice throughput requirements at the discretion of Vocus and/or our suppliers. The Service is delivered depending on the nbn technology available. Connection tier refers to the type of nbn™ connection installed at the customer's premises. For more information about these tiers, please visit our website [vocus.com.au/support/commander/dedicated-voice-access](http://vocus.com.au/support/commander/dedicated-voice-access).

### MINIMUM CONTRACT TERM

24 or 36 Months

### DEDICATED ACCESS MONTHLY CREDIT

Subject to meeting the Minimum Eligibility Criteria, the Dedicated Access Credits detailed in the table below may be applied to a Customer's Vocus Account on a monthly basis for the minimum term of the Customer's contract. Any Dedicated Access Credits applied are not redeemable for cash and are not transferable.

### 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 by Vocus IP Voice service is bundled on the same account.

### STANDARD INSTALLATION REQUIREMENTS

Standard Installation is provided to the first connection point in your premises. Where additional work is required to connect your nbn service and it is more than a standard professional installation, you may be charged an additional fee.  
In such cases, Vocus or nbn Co will provide any additional installation charges with you before the work being completed for you to approve. If you're in a newly constructed building and not already connected to the nbn, nbn Co may charge you a once-off new development charge of \$300 (inc GST). A 240-volt power supply is required and you must ensure such a power supply is available.

## INFORMATION ABOUT THE PRICING

Plan Details	Monthly Access Fee	Dedicated Access Monthly Credit Eligibility Criteria Min 6+ Handsets		Total Minimum Cost 24 Months Term (includes modem, \$229 set-up & \$19.95 P+H)	
		24 Months Term	36 Months Term	Without Credit	With Credit
Dedicated Access Basic	\$44	\$22	\$44	\$1304.95	\$776.95
Dedicated Access Standard	\$44	\$22	\$44	\$1304.95	\$776.95
Dedicated Access Standard+	\$44	\$22	\$44	\$1304.95	\$776.95
Dedicated Access Advanced (SIP Only)	\$64	N/A	N/A	\$1784.95	N/A
Dedicated Access Premium (SIP Only)	\$64	N/A	N/A	\$1784.95	N/A

### 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](http://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](http://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](http://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](mailto: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](http://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](http://tio.com.au) or by calling 1800 062 058

THANK YOU FOR CHOOSING VOCUS  
FOR YOUR BUSINESS COMMUNICATIONS.