



# Mobile Broadband Modem Plans

## CRITICAL INFORMATION SUMMARY

### INFORMATION ABOUT THE SERVICE

#### SERVICE DESCRIPTION

Mobile Broadband is a post-paid service that delivers internet access over the Optus Mobile Network.

Only new Mobile Broadband services can be connected with Commander.

#### MINIMUM CONTRACT TERM

24 Months

#### KEY DETAILS

A Mobile Broadband Modem plan allows you to use the internet over a mobile broadband connection utilising a 3G/4G network compatible device purchased from Commander with a 24-month Monthly Repayment Option.

Your Minimum Monthly Access Fee includes an amount of Data as specified in the table below. Both uploads and downloads are counted toward your Included Data. Your unused data allowance expires monthly. You pay an additional amount for data used in excess of the Included Data value.

#### HARDWARE REQUIREMENTS

A mobile wireless-enabled device is required to use this service.

4G network access is only available on these plans if used with a 4G compatible device.

4G compatible devices can be purchased from us or alternatively you can 'bring your own' device, providing it is approved for use on the Optus Network.

#### SERVICE AVAILABILITY

The service is not available in all areas and the service speed you experience depends on a number of factors, including your equipment, the quality and location of your mobile coverage, and the applications that you are using.

Both 3G and 4G mobile network coverage is subject to availability in some areas. For Mobile network coverage information visit [www.commander.com.au/mobiles/mobile-coverage](http://www.commander.com.au/mobiles/mobile-coverage).

### INFORMATION ABOUT THE PRICING

CHARGE DESCRIPTION	MBB 1GB	MBB 4GB	MBB 7GB	MBB 10GB
Minimum Monthly Access Fee	\$20	\$30	\$45	\$60
Monthly Included Data Cost of 1 MB of Data	1GB 2c/MB	4GB 0.8c/MB	7GB 0.6c/MB	10GB 0.6c/MB
+ Device Monthly Repayment Option USB Modem	Nil	Nil	Nil	Nil
Total Minimum Cost Over 24 Months	\$480 (\$0 Modem + \$20 Plan)	\$720 (\$0 Modem + \$30 Plan)	\$1,080 (\$0 Modem + \$45 Plan)	\$1,440 (\$0 Modem + \$60 Plan)
+ Device Monthly Repayment Option Pocket WiFi Modem	\$5	\$5	\$5	\$5
Total Minimum Cost Over 24 Months	\$600 (\$5 Modem + \$20 Plan)	\$840 (\$5 Modem + \$30 Plan)	\$1,200 (\$5 Modem + \$45 Plan)	\$1,560 (\$5 Modem + \$60 Plan)



### SETUP FEE

Not applicable.

### EXCESS USAGE CHARGES

If you exceed your plan's Monthly Included Data allowance you will be charged \$10 per 1GB for additional usage.

### EARLY TERMINATION

If you cancel the service within the contact term, a Early Termination Fee (ETF) will apply. The ETF is calculated as 50% of the Monthly Access Fee multiplied by the number of months remaining on your plan's contract term, plus any remaining payments on the device Monthly Repayment Option (MRO).

Maximum ETFs for a Mobile Broadband service with a Pocket WiFi modem is \$408 on a 1GB plan, \$528 on a 4GB plan, \$708 on a 7GB plan and \$888 on a 10GB plan.

## 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.

### 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.

### PAYMENT METHOD

Payment by Direct Debit from a bank account does not incur fees. Charges apply for other payment methods. For details, see your invoice, our Schedule of Fees & Charges on our website, 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:

- Online at our website contact page or Live Chat;
- Email us at [customerservice@commander.com](mailto:customerservice@commander.com);
- Call us on 132 777, 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 [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**