

COMMANDER PHONE

THE SMART
BUSINESS PHONE

No Line Rental

No Contract

NBN-Ready*



That's freedom, people!



*If NBN enabled at your location.

take command
COMMANDER

COMMANDER PHONE

THE SMART CHOICE FOR SMALL BUSINESS.

Put yourself in control of your business communications, with an NBN-ready* phone and features that mean you will never miss a call. Plus, you'll get scalability without the upfront investment of a traditional phone system.

Command a better experience for your customers and free yourself from line rental and contracts.

Now that's freedom people!

*If NBN enabled at your location.





No line rental – pay only for what you need

With a Commander Phone solution you pay based on the number of handsets you need, not on the number of lines you might use. So you only pay for what you need now. If you only make or receive a few calls at any one time, why pay for multiple fixed lines you won't use?



No contract option

We know flexibility is vital in business, so we give you the option to choose a 0 month contract, or great discounts on our longer contract terms.



No large upfront equipment costs

Your Commander Phone service is delivered over the Internet, so you get the features and capabilities of a professional phone system, without the upfront cost of purchasing expensive PBX equipment. Your phone rental is included in your monthly plan, so all you need is a high speed Internet connection.



NBN-Ready Phones

Commander Phone equipment is NBN-Ready, so when the NBN arrives at your premises we can transition you over without you having to upgrade your equipment.



Plug and Ring Set Up

Simply plug and ring – plug your phones in to your Internet connection and you're ready to make calls. Easy cloud-based management means you can set and forget, or update user features from anywhere.



Smart call management

With smart features to help you manage your calls, you will never miss an important client call again. Take your business phone on your mobile, choose how your calls are directed and manage your call settings from anywhere with Command Central.



Flexible, portable and scales with your business

As your business grows, your Commander Phone solution can easily be upgraded to add more users and more phones, up to the amount of available bandwidth you have. If you're relocating, plug your phones in to your Internet connection at the new premises and your phone system will work - you can even keep your local and 13, 1300 and 1800 numbers.¹⁴



24/7 Technical Support

Support from our technical experts is available 24 hours a day, 7 days a week.

“Run your business the way you want to, with the freedom of a cordless handset or a fully featured desktop phone.”

PUTTING YOUR CUSTOMERS FIRST? THAT’S SMART THINKING.



COMMANDER ESSENTIALS

- **UNLIMITED** Standard Local & National Calls⁴
- **NO** flagfall
- **FREE CALLS** to office phones & mobiles on the same account⁵

\$34.95

PER MONTH

Essentials Cordless

- Take calls on the move
- Forward and transfer calls
- 1.8" colour display
- Exceptional HD sound



Total Min Cost \$173.90⁸ (No contract, incl handset rental, \$129 setup fee & \$9.95 P&H)

Essentials Desk

- 2.7" B&W LCD screen
- 6 programmable line keys
- Manage up to 4 calls simultaneously
- Optima HD sound quality



Add a Smart Mobile Pack:

Includes **UNLIMITED**⁷ mobile calls for \$20 per month (Calls within Australia)

“All the functionality you need, with some innovative features to improve your business.”

BUSINESS AS USUAL. ONLY SMARTER.



COMMANDER OFFICE

UNLIMITED Standard Local & National Calls⁴
FREE CALLS to phones on the same account⁵
NO Flagfall

\$39.95

PER MONTH

Total Min Cost \$208.90⁸
(No contract, incl handset rental, \$159 setup fee & \$9.95 P&H)

- 4.3" colour display
- 10 programmable line keys
- Optima HD sound quality
- Best in-class system design



COMMANDER EXECUTIVE

UNLIMITED Standard Local & National Calls⁴
FREE CALLS to phones on the same account⁵
NO Flagfall

\$49.95

PER MONTH

Total Min Cost \$258.90⁸
(No contract, incl handset rental, \$199 setup fee & \$9.95 P&H)

- 7" colour touchscreen display
- Up to 29 one-touch line keys
- Optima HD Voice technology
- Designed for superior productivity



Add a Smart Mobile Pack:

Includes **UNLIMITED**⁷ mobile calls for \$20 per month (Calls within Australia)

WHY COMMANDER PHONE?

Smart features to help you get on with business



HUNT GROUP

Sends incoming calls to the next available line in a group (first group free).



1. SALES
2. MARKETING
3. SUPPORT

AUTO RECEPTIONIST

Automated call answering with personalised menu options to direct calls (first instance free).



CALL TRANSFER

Transfer calls to another extension or third party.



SIMULTANEOUS RING

All of your nominated phones ring at the same time, until the call is answered.



VOICEMAIL2EMAIL

Receive voice messages in your email, webmail or on your smart phone.



CUSTOM CALL FORWARD

Choose which calls are redirected to another destination.



SEQUENTIAL RING

Your phones ring one after the other, until the call is picked up.



AUDIO ON HOLD

Play music or your latest specials while customers are on hold.



MULTI-PARTY CALLING

Talk with multiple people on the same call.

SMART EXTRAS

Smart add-ons to improve your business performance

COMMANDER MOBILITY



Take your business phone on your mobile and work from virtually anywhere.

CLOUD Q



Customers never get an engaged signal and you'll never miss a customer's call. While they are on hold they can listen to your latest specials!

RECEPTION CENTRAL



Your receptionist will be able to direct calls straight from their computer.

RECEPTIONIST SIDECAR



Expansion module for Commander Office Phone.

COMMANDER COLLABORATE



Share your own desktop, conference room, Instant Messaging & Presence.

VALET READY CHECK



On-site Commander Phone Readiness Assessment.

VALET INSTALL



A Commander technician will come on-site and install the phones.

SEE WHAT OTHERS THINK...

““ *Our phones are our lifeblood so it was absolutely the number one priority to get them up and running quickly when relocating the office. It was a huge relief with this system that we were able to literally walk in the door, undo the boxes, plug in the handsets and we were online.*

Having the phones up and running immediately meant we could get on with business straight away – it was one thing I didn't have to worry about. From a client's point of view it meant that everything was seamless – they didn't even know really that we had moved.

The support's been fantastic. Everybody's been really responsive to us, especially in the first couple of days when we were finding our feet with setting up the functionalities - fantastic, highly recommended.

Some of the features of the Commander Phone System, like Simultaneous Ring, Auto Receptionist and Commander Mobility, will release us from physically needing to be in the office all the time to take client calls. For a small business owner, that's vital. This will allow us to keep our personnel costs down but our flexibility up.

Wendy Plant
FuturePlan Partners

””

FuturePlan Partners is a prospective customer of Commander and their service was provided on an initial trial basis at no cost.

THE FINE PRINT

1. Commander Phone is a telephone service provided as Internet telephony via your Internet connection, charged at your applicable Internet plan rates. An Internet service with a minimum of 100/100 Kbps per simultaneous call is required for a Commander Phone service. Service availability and quality may differ from a standard telephone service. The quality of the service is subject to network and Internet congestion. The service may not be appropriate if you or another user have a disability, serious illness or other life threatening condition which requires an uninterrupted phone line with access to 000 emergency services.

2. Priority Assistance is not available on this service.

3. You are responsible for installation of the handsets supplied as a part of your Hosted Phone service, including any associated cabling, and configuration of your network and any routers and/or switches within your network in order to allow the Commander Phone service to work. Valet Install available. Any additional cabling, routers and/or switches required are not included in the standard Valet Install service and can be supplied at additional cost. You are responsible for configuration of your network, routers and/or switches and desktop or mobile clients.

4. Unlimited standard local and national calls exclude calls to 13/1300 numbers.

5. Free calls are calls made from your Commander Phone service to another office phone or mobile service on the same Commander account - no connection fee applies.

6. The Commander Fair Use Policy (FUP) and Acceptable Use Policy (AUP) apply. For a copy of the Commander Customer Terms (SFOA, FUP & AUP) please go to www.commander.com/Customer-Terms or contact Customer Service.

7. Smart Mobile Pack excludes high volume telemarketing.

8. Contract terms of 0, 24 and 36 months available. Minimum total costs calculated as: Contract length x Monthly Fee plus applicable set up fee and \$9.95 delivery fee for handset. No set up fee applies on 36 Month contracts. Minimum Total Cost for: Essentials is \$173.90 on 0 Months, \$977.75 on 24 months, \$1,397.15 on 36 months; for Office is \$208.90 on 0 Months, \$1127.75 on 24 Months, \$1607.15 on 36 Months; for Executive is \$258.90 on 0 Months, \$1407.75 on 24 Months, \$2007.15 on 36 Months.

9. Should you sign up to a minimum term agreement and cancel before the agreed minimum term ends, an early termination fee of \$300 per Essentials plan, \$400 per Office plan, and \$500 per Executive plan, pro-rated over the remaining months of your contract will apply. Handsets for services cancelled within the contract term must be returned within 30 days of cancellation or a Handset Non-Return Fee of \$200 for Essentials, \$300 for Office and \$400 for Executive will apply. If you cancel a 0 Month Contract or cancel after the minimum term has ended and do not return your handset within 30 days of cancellation a fee of \$50 per handset may be applied to buy out your handset.

10. Upgrades and downgrades to Commander Phone services are available upon request. Fees may apply. Please speak to your Commander representative for more information.

11. All calls not listed as Standard Call types, such as calls to international numbers, premium numbers and directory assistance, are charged in addition to the Monthly Access Fee. For details of charges for call types not listed, please contact your Commander representative or call Customer Service on 132 777. Charges to premium numbers are set by the number provider. International call rates are available upon request and may be subject to change without notice.

12. Timed calls are billed in 1 second increments.

13. Any included call value expires at the end of each month and is not refundable or transferable.

14. If you relocate numbers to an area outside the geographic zone in which your numbers are normally used (eg. 03 number to an 02 area), calls to those numbers may be charged at STD rates by the caller's own service provider and you may not be able to port the numbers to another carriage service provider if they do not support Out of Area Numbers.

15. Information and pricing was correct at time of printing. All pricing is inclusive of GST. Commander is a registered trademark of M2 Commander Pty Limited, ABN 85 136 950 083

www.commander.com

132 777

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 www.commander.com/commander-phone

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