



# Commander System Cover

Your communications system is your most important business asset. Reliable, uninterrupted communications can be critical to your business success.

Just like any other asset, it makes sense to ensure that your system is adequately covered, so that if things go wrong, you can be assured of minimum disruption to your business.

Commander System Cover is the ideal maintenance and support solution for your communications system, delivering superior technical support and a guaranteed service level to help you get the most out of your communications system.

It is designed to give you absolute peace of mind, knowing that you will have timely and expert support on hand when you need it most.

## Why Commander System Cover?

### Absolute peace of mind

System Cover provides the added assurance of support when you need it; prioritised, expert support and advice from our national service network; guaranteed response times; no hidden parts or labour costs; and the commitment that your communications needs are always our top priority.

With a System Cover agreement in place, you can rest assured your nominated equipment is covered.

### Comprehensive coverage hours to suit your needs

System Cover plans offer coverage hours to suit your business demands, from coverage during standard business hours only, right through to 24 hour, 7 day a week support.

### Guaranteed Response Times

Get back on track faster with guaranteed response times. (Refer to Levels of Cover table)

### Parts and Labour Coverage

Faulty parts as a result of fair wear and tear are repaired or replaced by our highly qualified technicians, using quality parts. There are no hidden costs, with both parts and labour covered for your nominated equipment.

### Expert Support, Nationwide Service Network

Our nationwide service network, staffed by highly trained Technical Specialists, offers expert over-the-phone advice on a range of everyday operational issues. Deal with a national service team that has more experience in Commander systems than anyone else.

### Remote resolution of faults

Our remote diagnostics technology is designed to help us identify and attend to faults online, without the need for on-site attendance. This means less downtime, less disruption and greater productivity for your business.

## Affordable Protection

Choose from three flexible and affordable maintenance solutions, providing the level of cover that best suits your needs.

## Customised Solutions

Tailor your System Cover package to your specific business needs. For example, if you have multiple sites, we can vary your Cover between sites to accommodate differing opening hours or more business critical locations. Enjoy Premium coverage where you need it most and Standard coverage where you don't.



	Standard	Enhanced <sup>3</sup>	Premium <sup>3</sup>
<b>Coverage (by phone, remote access or on-site)</b>	8am–5pm, Monday – Friday (excluding public holidays)	8am–5pm, 7 days a week (including public holidays)	24 hours a days, 7 days a week
<b>Response Time (by phone, remote access or on-site)</b>	Same day for faults and service issues reported before 1pm. Next business day for faults and service issues reported after 1pm.	Same day for faults and service issues reported before 5pm. Next business day for faults and service issues reported after 5pm.	Within 2 hours for phone or remote access support.
<b>Priority Service</b>	Calls from System Cover customers are prioritised over uncontracted customers.	Calls from System Cover customers are prioritised over uncontracted and Standard System Cover customers.	Calls from System Cover customers are prioritised over uncontracted, Standard and Enhanced System Cover customers.
<b>Parts &amp; Labour<sup>1</sup></b>	Included	Included	Included
<b>Remote Fault Resolution<sup>2</sup> (where available)</b>	✓	✓	✓
<b>Phone Support</b>	Within coverage hours	Within coverage hours	Anytime
<b>On-site Support<sup>4</sup></b>	Available if required for businesses located within 100km of a Commander Service Centre.	Available if required for businesses located within 100km of a Commander Service Centre.	Available if required for businesses located within 100km of a Commander Service Centre.
<b>Choice of Contract Term</b>	✓	✓	✓

## Commander, the business communications experts

At Commander, we connect all forms of business communication—office phone, mobile, broadband and data technologies. We work with you to create a simple, integrated solution, which allows you to take command of your business like never before.

Enjoy the vast benefits of having one specialist provider for all your communications needs, including:

- One bill and a single point of contact for all your telecommunication needs, giving you more time for your business.
- Highly Competitive Rates, Discounted Fleet Calls and Bundle Discounts across our product suite to help your bottom line.

### Things you need to know:

**1.** Applies to nominated equipment only. Faults as a result of causes other than “fair wear and tear” may be excluded from coverage. **2.** Only available on Commander systems with the appropriate remote diagnostic facilities. **3.** The Enhanced and Premium plans are only available for Commander systems with the appropriate remote diagnostic facilities. **4.** Additional charges apply for on-site support where the site is more than 100km from the closest Commander Centre. For full terms and conditions refer to the Maintenance Service Schedule at [www.commander.com](http://www.commander.com). This brochure is issued to provide product outline information only. It is not to form part of any order or contract. Any applications of products shown in this brochure are for illustration purposes only and do not give or imply any licences or rights to use the information for any purposes whatsoever. Commander reserves the right to alter without notice the specification, design, price or conditions of supply of any product or service. ©Commander is the registered trademark of M2 Commander Pty Limited. ACN 136 950 082.

## Commander Finance Solutions

Commander Finance Solutions offers payment options for your new Commander System. When you rent your Commander System you get a total solution for an affordable monthly payment, all on a single bill.