



CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION



1300 numbers are 10 digit numbers where the caller is charged a local call rate from any landline in Australia. Higher rates may apply when calling the number from a mobile and are determined by the caller's mobile carrier. **1800 numbers** are 10 digit numbers where the call is free for the caller if dialled from an Australian phone line.

Both 1300 and 1800 numbers are national inbound numbers and can only be used for receiving calls where the account holder is charged a call rate dependent upon its origin i.e. local call, national call or a call from an Australian mobile. You can connect a new 1300 or 1800 number, or transfer your existing service onto the plan.

Starter 5 Plan comes with **Essential Features** including Live Call Reporting, Voice2Email, State Based Routing, Time Based Routing, and Call Overflow. **Premium Features** such as Auto Attendant (IVR), Business Intro Message, Call Alert, and a variety of advanced call routing and management features are optional and can be added to the plan for an additional monthly cost.

INFORMATION ABOUT THE PRICING

MONTHLY ACCESS FEE and CALL CHARGES

1300/1800 STARTER 5	
ACCESS FEE	\$5 per Month
 1300/1800 CALLS ROUTED TO AN AUSTRALIAN LANDLINE	
AUS LANDLINE / MOBILE	15c per Minute
 1300/1800 CALLS ROUTED TO AN AUSTRALIAN MOBILE	
AUS LANDLINE / MOBILE	30c per Minute
FEATURES and FUNCTIONS	
ESSENTIAL FEATURES	Included
PREMIUM FEATURES	\$5 per Month

* Calls are quoted in per minute rates and charged in one second increments.

ADDITIONAL CHARGES

Additional charges apply for some value added services and calls from certain destinations such as MobileSat. Please contact us on 1300 846 046 for more information.

SET UP FEE and MINIMUM TOTAL COST

Set Up Fee: \$19. Minimum Total Cost: \$24.

MINIMUM TERM and PLAN CHANGES

Minimum term is one (1) month. You can change your plan at any time and changes take effect from the commencement of the following billing period.

EARLY TERMINATION CHARGE and CANCELLATIONS

There are no Early Termination Charges. Services can be cancelled or transferred to another provider at any time. A full monthly access fee applies to the billing period in which the service is being cancelled.

OTHER INFORMATION

INTERNATIONAL CALLERS

Although 1300 and 1800 numbers may be called from some countries, they are not designed for use outside of Australia and a landline number is recommended as the international point of contact.

FULL TERMS

Information and pricing is correct at the time of publication and is subject to change. All pricing is **exclusive of GST**. This information is a summary only. For full details of the Customer Terms and Company Policies, please visit tmconnect.com.au/policies-legal

CONNECTION TIMEFRAMES

Upon receiving and accepting the Service Application Form, TMC Connect will commence the connection process. Connection timeframes may vary upon the type of connection required. We will inform you of the approximate connection timeframe at the time of receiving the Service Application Form.

USAGE INFORMATION

For information about your current usage levels please contact our Customer Service Team on 1300 846 046.

BILLING

TMC Connect will bill you in advance for the monthly access fee and in arrears for the call charges. Any included calls will be calculated according to the portion of the month they relate to. Our billing cycle ends at the end of a calendar month and your first bill will include the part of the month when the service was activated as well as the monthly access fee in advance for the following month. TMC Connect's standard method for bill delivery is email. Paper billing is available for a monthly fee of \$5. To opt in to paper billing, please contact our Customer Care Team on 1300 846 046.

PAYMENT METHOD

TMC Connect accepts payment by Direct Debit from a bank account or a credit card. Other payment terms are available by prior arrangement only.

CONTACT US

TMC Connect is committed to excellence in customer service and advice to its business customers. If you have any questions regarding the service please call **1300 846 046**.

If for some reason you are not satisfied with the service received, please contact our Customer Service Team and inform us of your issue. If we are unable to resolve your issue to your satisfaction, please visit www.tmconnect.com.au/compliments-and-complaints

If you are still not satisfied with the steps taken by TMC Connect to resolve your issue, you can seek assistance from the Telecommunication Industry Ombudsman (TIO). The TIO will only investigate complaints if you have already attempted to resolve your issue with TMC Connect and is an option of last resort. You can contact the TIO by visiting www.tio.com.au or by calling 1800 062 058.