

# CRITICAL INFORMATION SUMMARY

## INFORMATION ABOUT THE SERVICE

### SERVICE DESCRIPTION and KEY INFORMATION

**TMC Connect Hosted PBX** is a combination of a Hosted PBX service and a Business Grade SIP Trunk. It delivers business PBX functionality and allows you to make and receive phone calls by connecting a pre-configured IP Phone to a suitable broadband internet service.

The **Monthly Access Fee** includes a Hosted PBX extension, a multi channel Business Grade SIP Trunk, an Australian phone number and access to the full range of Hosted PBX features and functions. Calls are Free between Hosted PBX extensions on the same account. Other calls, optional Value Added Services and any other equipment or services required to operate your service are charged in addition to your Monthly Access Fee. This service is not appropriate if you require an uninterrupted phone service with access to 000 emergency services and will not function in the event of a power failure.

### HARDWARE and INSTALLATION REQUIREMENTS

The Hosted PBX service is only available to use with selected IP Phones. TMC Connect takes no responsibility for the configuration and functioning of IP Phones not supplied by the company. An internet service with minimum 100/100 Kbps per concurrent call is required to operate the service. Additional configuration of your network and routers may be required and is not included. The service may not be compatible with certain routers. Please contact our Customer Care Team to check hardware and network compatibility.

## INFORMATION ABOUT THE PRICING

### MONTHLY ACCESS FEE and CALL CHARGES

HOSTED PBX SME PBX	FLEXI SME BIZ	ULTIMATE PRO BIZ
ACCESS FEE (5 EXTENSIONS)	\$35 P/MTH	\$125 P/MTH
ADDITIONAL EXTENSIONS	\$7 P/MTH	\$25 P/MTH
INCLUDED FEATURES	PREMIUM	PREMIUM
CONCURRENT MULTI-CALLS	YES	YES
LOCAL / NATIONAL CALLS	7c per Call	Included
MOBILE CALLS	7c per Min	Included
CALLS TO 13/1300	25c per Call	25c per Call
EXTENSION CALLS	Included	Included

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

The use of the service(s) and Included Calls are subject to TMC Connect's **Acceptable Use Policy**.

### MINIMUM TERM and PLAN CONDITIONS

Minimum term is one (1) month. You can change the plan at any time and changes take effect from the start of the following billing period. Please note that all PBX extensions must either be on FLEXI plans or ULTIMATE plans, combination of both types of plans is not available.

### ADDITIONAL CHARGES

Additional charges may apply for some additional services such as number porting and complex PBX programming.

### SET UP FEES and MINIMUM TOTAL COST

Set Up Fee - \$0. Minimum Total Cost: Flexi SME BIZ - \$35, Ultimate PRO BIZ - \$125.

### INCLUDED CALLS and ACCEPTABLE USE POLICY

Included calls are subject to TMC Connect's Acceptable Use Policy. Services utilising Ultimate PBX plans must be used in a way that is consistent with a typical business' calling usage and must not be used for telemarketing or call centre operations.

### CALLS to INTERNATIONAL NUMBERS

Calls to international numbers are charged according to the country being dialled. For all international call rates please visit our website.

### 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

### 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 [www.tmcconnect.com.au/policies-legal](http://www.tmcconnect.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. TMC Connect 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. 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.

### 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.tmcconnect.com.au/compliments-and-complaints](http://www.tmcconnect.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](http://www.tio.com.au) or by calling 1800 062 058.