

# CRITICAL INFORMATION SUMMARY

## INFORMATION ABOUT THE SERVICE

### SERVICE DESCRIPTION and KEY INFORMATION

**Local Inbound Numbers** are virtual landline numbers with an area prefix that represents an Australian city or region. They are inbound numbers and can only be used for incoming calls. If you wish to use the number for outgoing calls, you will have to transfer the number to another platform such as hosted PBX or business VoIP. The number must be routed to an answering point, which can be another landline number or a mobile. It can also be routed to an international number. The account holder is charged a rate for each incoming call depending on where the number is routed to i.e. an Australian landline number, an Australian mobile number, or an international number.

**Local Inbound Numbers** come with included features such as Auto Attendant, Voice2Email, Business Intro Message, Geographical Routing, Time Dependent Routing, Call Alert, Call Forwarding, Call Overflow, Call Distributor and Call Barring.

### 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 start of the following billing period.

## INFORMATION ABOUT THE PRICING

### MONTHLY ACCESS FEE and CALL CHARGES

	<b>LOCAL INBOUND</b>	<b>LITE \$9 P/MTH</b>	<b>MID \$15 P/MTH</b>	<b>PRO \$30 P/MTH</b>
<b>CALLS ROUTED TO AUS LANDLINE</b>				
AUS LANDLINE / MOBILE		10c per Minute	10c per Minute	8c per Minute
<b>CALLS ROUTED TO AUS MOBILE</b>				
AUS LANDLINE / MOBILE		20c per Minute	20c per Minute	16c per Minute
<b>INCLUDED CALLS</b>		<b>\$20 per Month</b> = 200 Minutes Routed to Landline (Approx 80 Calls)	<b>\$40 per Month</b> = 500 Minutes Routed to Landline (Approx 200 Calls)	
		<b>OR</b> 100 Minutes Routed to Mobile (Approx 40 Calls)	<b>OR</b> 250 Minutes Routed to Mobile (Approx 100 Calls)	
<b>CALLS ROUTED TO AN INTERNATIONAL NUMBER</b>				
AUS LANDLINE / MOBILE		From 10c per Minute		

\* 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 FEES and MINIMUM TOTAL COST

Set Up Fees: LITE9 - \$19; MID15 - \$0; PRO30 - \$0.

Minimum Total Cost: LITE9 - \$28; MID15 - \$15; PRO30 - \$30.

### 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

### ROUTING to INTERNATIONAL NUMBERS

Calls routed to international numbers are charged according to the country of destination. For all international call rates please contact our Customer Service Team on 1300 846 046.

### 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](http://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](http://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](http://www.tio.com.au) or by calling 1800 062 058.