

CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION and KEY INFORMATION

TMC Connect SIP Trunks are the smartest, most cost effective way to connect your business to the public switched telephone network (PSTN). Enabled by unmatched reliability and scalability, the service allows you to make and receive phone calls by connecting a range of devices to a suitable broadband internet service.

The monthly access fee includes a single SIP Trunk with allocated SIP channels that determine the number of concurrent phone calls the service is able to support. Each SIP Trunk is allocated an Australian phone number and you can port-in your existing telephone number if required. 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.

MINIMUM TERM and PLAN CONDITIONS

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. Please note that a business account can only have one type of SIP plans. All SIP services must either be on FLEXI plans or ULTIMATE plans, combination of both types of plans is not available.

INFORMATION ABOUT THE PRICING

MONTHLY ACCESS FEE and CALL CHARGES

BUSINESS VOIP SIP TRUNKS	FLEXI SIP 2	FLEXI SIP 4	ULTIMATE MAX SIP 2
ACCESS FEE	\$5 per Month	\$10 per Month	\$44 per Month
SIP CHANNELS	2	4	2
EXTRA CHANNELS	\$2.50 per Month	\$2.50 per Month	\$22 per Month
LOCAL CALLS	10c per Call	8c per Call	Included
NATIONAL CALLS	10c per Call	8c per Call	Included
MOBILE CALLS	10c per Minute	8c per Minute	Included
CALLS TO 13/1300	29c per Call	29c per Call	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.

ADDITIONAL CHARGES

Additional charges may apply for some Value Added Services such as Number Porting Services and additional Direct In-Dial Numbers.

SET UP FEES and MINIMUM TOTAL COST

Set Up Fee - \$0. Minimum total cost: Flexi SIP 2 - \$5; Flexi SIP 4 - \$10; Ultimate MAX SIP 2 - \$44.

HARDWARE and INSTALLATION REQUIREMENTS

An internet service with minimum 80/80 Kbps per concurrent call is required to operate the service. You will be supplied with configuration details to be used with your choice of device. You are responsible for installation and configuration of a compatible device, network and routers. Please contact our Customer Service Team to check hardware and network compatibility.

INCLUDED CALLS and ACCEPTABLE USE POLICY

Services utilising Ultimate MAX plans and included calls are subject to TMC Connect's Acceptable Use Policy. Please visit tmconnect.com.au/acceptable-use-policy for full details.

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 calendar month 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 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. 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.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.