



CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION and KEY INFORMATION

TMC Connect SMS Broadcast is a web based SMS service that allows you to send and receive SMS messages over the internet. The service provides SMS capabilities that facilitate inbound and outbound SMS delivery to and from PSTN (Public Switched Network) mobile numbers.

You will need to connect a dedicated mobile number if you wish to receive SMS messages. A dedicated mobile number is not required to send SMS messages which can be sent using a randomly allocated mobile number or by allocating an alphanumeric name (maximum 11 characters) to the message.

The use of the service requires a suitable broadband connection with internet access and a device such as a laptop to access the online management portal.

INFORMATION ABOUT THE PRICING

MONTHLY ACCESS FEE and USAGE CHARGES

	LITE \$39 P/MTH	MID \$69 P/MTH	PRO \$177 P/MTH
Included SMS	500	1000	3000
Additional SMS	7.8c	6.9c	5.9c
Dedicated Number	\$20 per Month	\$20 per Month	\$20 per Month
Branded Sender ID	Included	Included	Included
Analytics & Reports	Included	Included	Included
	INCLUDED SMS 500	INCLUDED SMS 1000	INCLUDED SMS 3000

MINIMUM TERM and MONTHLY ALLOWANCE

Minimum term is one (1) month. Included monthly SMS allowance expires at the end of each billing period and is not transferrable.

ADDITIONAL CHARGES

Additional charges may apply for some value added services such as number porting. Please contact our Customer Service Team on 1300 846 046 to discuss your requirements.

SET UP FEE and MINIMUM TOTAL COST

Service Set-Up: \$0. Dedicated Mobile Number Set-Up: \$79. Minimum Total Cost: NetSMS Lite - \$39, NetSMS Biz - \$69 and NetSMS Pro - \$177.

PLAN CHANGES and CANCELLATIONS

You can change your plan at any time and changes take effect from the commencement of the following billing period. Services can be cancelled 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.tmconnect.com.au/policies-legal

CONNECTION TIMEFRAMES

Upon receiving and accepting the Service Application Form, we will commence the connection process and inform you of the approximate connection timeframe. As a general guide, new service connections are done within one (1) business day.

USAGE INFORMATION

For information about your current usage levels please refer to the online portal or contact our Customer Service Team on 1300 846 046

BILLING

We will bill you in advance for the monthly access fee and in arrears for the additional SMS messages and any additional 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. Paper billing is available for a monthly fee of \$5. To opt in to paper billing, please contact our Customer Service Team on 1300 846 046

PAYMENT METHOD

We accept payment by Direct Debit from a bank account or a credit card. Other payment terms are available by prior arrangement only. For further details please contact Customer Service Team.

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). 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 TIO by visiting www.tio.com.au or by calling 1800 062 058.