



# CRITICAL INFORMATION SUMMARY

## INFORMATION ABOUT THE SERVICE

### SERVICE DESCRIPTION and KEY INFORMATION

**Business Wireless** is a business grade broadband service that provides high performance internet access using wireless transmission sites, and comes with a static IP address and a monthly included data allowance. The service is delivered through Swoop Communications and its Australia's fixed wireless broadband network.

### HARDWARE REQUIREMENTS

We will supply and install a Network Termination Unit (NTU) at your premises. This will provide an Ethernet Port for connecting to your Router. You will be required to supply a compatible router at your premises. Please contact our Customer Service Team for further information.

### SERVICE AVAILABILITY

The service is not available in all areas and some premises due to technical or commercial reasons. Your address must be pre-qualified before a formal quotation can be provided. To check availability please contact our Customer Care Team on 1300 846 046.

### MINIMUM TERM

Minimum terms of 3 to 24 months are available on selected plans. Quoted rates are based on a 24 month minimum term.

### SET UP CHARGES

Set up charges depend upon the minimum term and are as follows: 3 month term - \$700; 6 month term - \$600; 12 month term - \$400; 24 month term - \$0. Additional charges may apply for a non-standard installation or if it falls outside the standard scope of works as determined by the carrier.

## INFORMATION ABOUT THE PRICING

### MONTHLY ACCESS FEE and CHARGES

	BUSINESS 30	BUSINESS 70	BUSINESS 120	BUSINESS 250	BUSINESS 500
ACCESS FEE P/MTH	\$69	\$79	\$99	\$119	\$139
INCLUDED DATA	Unlimited*	Unlimited*	Unlimited*	Unlimited*	Unlimited*
MAX DOWNLOAD	30 Mbps	70 Mbps	120 Mbps	250 Mbps	500 Mbps
TYPICAL BH SPEED	29 Mbps	68 Mbps	116 Mbps	242 Mbps	485 Mbps
MAX UPLOAD	10 Mbps	20 Mbps	20 Mbps	100 Mbps	200 Mbps
STATIC IP ADDRESS	Included	Included	Included	Included	Included
TERM	24 Months	24 Months	24 Months	24 Months	24 Months
SET UP CHARGES	\$0	\$0	\$0	\$0	\$0

\*Subject to TMC Connect's Acceptable Use Policy.

### MINIMUM TOTAL COST

Business 30: \$1,656; Business 70: \$1,896; Business 120: \$2,376; Business 250: \$2,856; Business 500: \$3,336.

### WITHDRAWAL CHARGES

Withdrawal and cancellation charges apply if you choose not to proceed with an order. The charges vary depending on the current phase of the order and the type of service being installed. Please contact our Customer Care Team for further information.

### RELOCATION CHARGES

The service can be moved to another location subject to availability at the new premises. If the service is moved to another location before the end of the initial minimum term then a relocation fee applies and may be subject to new contract terms. Please contact our Customer Care Team on 1300 846 046 for full details.

### EARLY TERMINATION CHARGE

If you cancel your service within the minimum term, you will be charged an Early Termination Fee (ETF). The ETF will be calculated as your monthly access fee multiplied by the months remaining in your minimum term.

## 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](http://www.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 fees and in arrears for any one-off 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

TMC Connect accepts 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 our 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](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.