



CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION and KEY INFORMATION

TMC 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 calling device such as an IP phone to a suitable broadband internet service.

The monthly access fee includes a Hosted PBX extension, a multi channel SIP Trunk, an Australian phone number and access to a wide range of enterprise-grade Hosted PBX features and functions. Calls are free between the PBX extensions on the same system. Other calls, optional Value Added Services and any other equipment or services required to operate the service are not included unless specified otherwise.

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 devices. TMC takes no responsibility for the configuration and functioning of IP devices 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

OFFICE PHONES HOSTED PBX	STARTER PBX	SME PBX
ACCESS FEE per EXT	\$10 per Month	\$8 per Month
Minimum Extensions	1	5
AUS LANDLINE	9c per Call	7c per Call
AUS MOBILE CALLS	9c per Minute	7c per Minute
CALLS TO 13/1300	25c per Call	25c per Call
Extension Calls	Included	Included
AUS Landline Number (New/BYO)	Included	Included
UCOM SoftPhone	\$5 p/Mth p/Ext	\$5 p/Mth p/Ext
Integrations (CRM + MS Teams)*	\$5 p/Mth p/Ext	\$5 p/Mth p/Ext
SMS Plan Bolt On**	\$10 per Month	\$10 per Month
Term	1 Month	1 Month

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**.

* **Integrations:** CRM system integration and MS Teams. Not available on an individual PBX extension level i.e. all PBX extensions on any one PBX system must be connected to Integrations. Please contact our Customer Care Team for further details.

** **SMS Plan Bolt On** is optional and includes the ability to send and receive mobile SMS messages. For pricing, please refer to the TMC SMS CIS.

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.

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

Account Set Up Fee: \$29 Extension Set Up Fee: \$0 Min Total Cost: \$39

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 tmconnect.com.au

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 tmconnect.com.au/complimentscomplaints

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.