

## CRITICAL INFORMATION SUMMARY

### INFORMATION ABOUT THE SERVICE

#### SERVICE DESCRIPTION

**Inbound Number Call Tracking** utilises advanced software that allows you to track information about your callers, including how they found your business, where they're calling from, and what time they called. Our advanced tracking technology assigns unique session ID's to each of your website users. Once they make a call, our platform will give you insights including what page your caller converted on and what page they entered your website. The service includes call source and medium tracking, dynamic website visitor tracking, and comprehensive call reporting.

The service requires at least one inbound number to be active on our network and connected to the portal. To gain full benefit from the system, it is recommended to have multiple inbound numbers, these can either be 1300-1800 numbers or Local Inbound Numbers. Please contact our Customer Care Team on **1300 846 046** for further details.

### INFORMATION ABOUT THE PRICING

#### MONTHLY ACCESS FEE and CALL CHARGES

	<b>CTP \$29 P/MTH</b>
Call Tracking Software Subscription	<b>\$29 per Month</b>
Set Up Fee - New Inbound Accounts Only	<b>\$29</b>
Call Analytics Portal	<b>Included</b>
Management Portal	<b>Included</b>
Inbound Call Tracking	<b>Included</b>
Website Traffic Insights	<b>Included</b>
Campaign Insights	<b>Included</b>
GA4 Integration	<b>Included</b>
CRM Integration	<b>Included</b>
Meta Integration	<b>Included</b>
Keyword Tracking	<b>Included</b>

#### SET UP FEE and MINIMUM TOTAL COST

Set Up Fee: \$29 Minimum Total Cost: \$58

#### MINIMUM TERM

Minimum term is one (1) month.

### OTHER INFORMATION

#### EARLY TERMINATION CHARGE and CANCELLATIONS

There are no Early Termination Charges. A full monthly access fee applies to the billing period in which the service is being cancelled.

#### 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](https://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. We will inform you of the approximate connection timeframe at the time of receiving the Service Application Form.

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