



CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION and KEY INFORMATION

Business SMS is a web based SMS service that allows you to send and receive mobile SMS messages over the internet. It includes a virtual mobile number that can also be used for inbound SMS messages and voice calls. The number cannot be used for outbound calls. In order to receive inbound calls, the number must be routed to an answering point, which can be another landline number or a mobile. The account holder is charged a rate for each inbound call depending on where the number is routed to i.e. an Australian landline number, an Australian mobile number, or an international number. The inbound call functionality comes with features such as Auto Attendant, Voice2Email, Business Intro Message, and other call management features. There are no charges for inbound SMS messages.

Each SMS message includes a maximum of 160 characters. SMS messages with more than 160 characters are charged as multiple SMS messages in blocks of a maximum of 160 characters.

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



Outbound SMS	6c per SMS
Inbound SMS	0c per SMS
Dedicated 2 Way Mobile Number	Included
SMS/Inbound Call Management Portal	Included
Analytics & Reports	Included
Inbound Calls - Routed to AUS Landline *	10c per Minute
Inbound Calls - Routed to AUS Mobile *	20c per Minute

* Timed calls quoted per minute and charged per second.

MINIMUM TERM

Minimum term is one (1) month.

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

Set-Up: \$19. Minimum Total Cost: \$29.

SERVICE CANCELLATIONS

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 tmconnect.com.au

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/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). 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.