

CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION and KEY INFORMATION

TMC Connect NetFax is a virtual fax service that allows you to send and receive faxes over the internet. The service provides email based fax capabilities that facilitate inbound and outbound fax delivery to and from PSTN (Public Switched Network) fax numbers. You can port-in your existing Australian fax number or request to be issued with a new number.

The use of the service requires a suitable broadband connection with internet access and a working email service for sending and receiving faxes. The service cannot be used for voice applications, only fax protocols are supported. Some destinations cannot be reached by the NetFax service including 1900 numbers, operator assisted numbers and some international destinations. Please contact our Customer Care Team on **1300 846 046** to check serviceable destinations.

MINIMUM TERM and MONTHLY ALLOWANCE

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

INFORMATION ABOUT THE PRICING

MONTHLY ACCESS FEE and USAGE CHARGES

	NETFAX VFAX
ACCESS FEE	\$10 per Month
SET UP FEE	\$29
INBOUND Pages	5c per Page
OUTBOUND Pages	10c per Page
Australian FAX Number	Included
Additional FAX Number - AUS	\$5 per Month
Additional FAX Number - OS	\$9 per Month
Port In Existing FAX Number	\$49

ADDITIONAL CHARGES

Additional charges may apply for some Value Added Services such as complex Number Porting Services. Please contact our Customer Service Team on 1300 846 046 to discuss your requirements.

SET UP FEE and MINIMUM TOTAL COST

Set-Up Fee: \$29 Minimum Total Cost: \$39

INTERNATIONAL FAXES

Fax transmissions to and from selected countries are charged at standard rates. These countries include Australia, Canada, Germany, Hong Kong, Indonesia, Italy, Japan, South Korea, Malaysia, New Zealand, Singapore, Thailand, UK, and USA. For other countries, please contact our Customer Service Team on 1300 846 046.

EARLY TERMINATION CHARGE

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 or transferred.

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. Where an existing fax number is required to be ported and activated onto the virtual fax service, a temporary fax number will be issued until the porting process is complete.

USAGE INFORMATION

For information about your current usage levels please 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 transmission 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.