

# Critical Information Summary

## \$109.90 NBN - 12/1 Mbps Bundle Plan 1<sup>st</sup> June 2017

### Information about the Service:

The \$109.90 Plan is a VoIP Telephone and NBN Data Bundle service offer for Domestic and Medium Scale Enterprise consumers, offering various calling options with Unlimited Data as per our Standard Form of Agreement; SFOA. It is part of a product bundle and includes a NBN compatible Wi-Fi Modem/Router. You must arrange/connect your own NBN ready handset/s.

### Terms of Service:

Category	Description
Contract Term & Implications	Services are Contracted for a Minimum Term of 24 months(Two Years Contract) Discontinuation of services may lead to the removal of all extended product privileges and/or preferential rates if any.
Hardware	Includes 4 port Wi-Fi Modem. Customers/Subscribers require to arrange and connect their own handset/s to utilize the services.
Data Limit	Offer includes Unlimited Data.
Inclusions	This plan includes Line Rental charges, One-time Set-up fee & GST.
Exclusions	Unlimited Calling options within Australia.

### Information about Pricing:

Usage Types	Amount (Inc. GST)
Monthly Access Fee	\$109.90
Total Minimum Cost over 24 Months	\$2,786.60 – includes \$149.00 one-time set-up fee.
Maximum Monthly Charges	Depends on the number and type of calls, made, that are not included in the monthly access fee
Data Included	Unlimited
Standard Local Landline Calls	Included
Calls to National Landline Numbers	Included
Calls to Australian Mobile Numbers	Included
Calls 13/1300 within Australia	40c per call
Cancellation/Termination Fee	\$199.00 or months remaining x monthly access fee–per service (lesser amount applies)

- The One time Set-up fee of \$149.00 includes a Modem, which is direct debited the day the cooling off period expires
- Pro Rata charges apply for contracted plans only & are worked out as a fraction based on how many days in the month are left from the time you joined us plus one month's rental in advance
- Early termination fees apply; except during any applicable cooling off period. Should you cancel/terminate your services within the contract term and out of the 10 business day cooling off period, an Early Termination Fee – "ETF" of \$199.00 or months remaining x monthly access fee–per service (lesser amount applies)
- A monthly charge of \$2.95 Inc. GST applies for Paper Bills

- A monthly charge of \$2 Inc. GST applies for non direct debit payment
- For any additional details about your plan, please refer to our website for full rates, terms and conditions.
- To qualify for this plan you must be the legal lessee of the telephone line

### Speed:

The NBN Broadband Service provides up to 12 Mbps download and up to 1 Mbps upload speeds. However, actual speeds may vary due to a number of factors including network configuration, line quality and length, exchange area, geographical location, broadband traffic density, hardware and software used.

### Other Information:

To access your updated usage information and other details, call our trained consultants on: 1300 786 192.

### Trinity Telecom Customer Care contact details:

Phone: 1300 786 192

Email: [customerservice@trinity.com.au](mailto:customerservice@trinity.com.au)

Fax: 1300 797 157

Online: [www.trinitytelecom.com.au](http://www.trinitytelecom.com.au)

Postal: Locked Bag 3, South Melbourne, VIC 3205.

Contact hours: **Monday to Friday:** 8am to 7pm (AEST) | **Saturday:** 9am to 6pm (AEST) | **Sunday:** Closed

**Public Holidays:** 9am to 6pm (AEST)

### Internal disputes:

You can access our internal dispute process through any of the Customer Care contact points above, and a summary of our Complaints Handling Process is at:

<http://www.trinitytelecom.com.au>

### TIO (Telecommunications Industry Ombudsman) contact details:

Phone: 1800 062 058

Email: [tio@tio.com.au](mailto:tio@tio.com.au)

Fax: 1800 630 614

Online: [www.tio.com.au](http://www.tio.com.au)

Postal: PO Box 267, Collins Street West, VIC 8007.

Contact hours: 9am to 5:30pm – AEST; Monday to Friday.