

# Critical Information Summary

## Trinity Telecom \$60 SIM Only Mobile Plan 1<sup>st</sup> August, 2014

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### Information about service

This is a Post Paid mobile phone sim card only service offer, utilising the Optus Network with a monthly access fee, available to both residential and business customers. This service allows you to make and receive voice calls, send and receive messages (SMS & MMS) and access mobile data services via a mobile telecommunications service. You must arrange/connect your own handset/s.

The Minimum Contract Term is 24 months.

The monthly access fee includes call forwarding, voicemail deposits and retrieval, calls to Local Landlines, Non-local Landlines/National Landlines, Mobile numbers in Australia, Unlimited (SMS/MMS) in Australia and Internationally, \$80 worth of international call credits, and 1.5 GB of data on the Optus 3G Network. All other calls, and data are charged in addition to the monthly access fee.

A \$10 replacement charge applies in case of a lost/stolen or damaged SIM.

Subject to stock availability, this service can be supplied with a Standard, Nano, or Micro SIM card.

### Other important conditions:

- Offer available to approved customers and sold and direct debit only.
- Services are provided under our Standard Form of Agreement – see our website
- Early termination fees apply (except during any applicable cooling off period).

### Pricing Information:

The minimum monthly charge is the monthly access fee of \$60.00. The maximum monthly charges depend on the number and type of calls made that are not included in the monthly access fee. Charges for international calls vary by location – see our website for current details. 1900 and other premium service calls, and messages are subject to varying charges – check before dialling or messaging. 13/1300/1800 number calls in Australia are charged at 30 cents per untimed call.

The cost of a standard 2 minutes call in Australia is \$0.00 and included in the monthly access fee.

The cost of a standard SMS in Australia is \$0.00 and included in the monthly access fee.

Of the included 1.5 GB, 1 MB = 0.04 cents, and for excess data usage, 1 MB = 0.24 cents.

The total minimum cost is \$1,689.95 over 24 months and includes the SIM card activation and delivery fee of \$9.95 which appears on the first monthly bill.

The early termination fee (ETF) is \$199.00 per service.

## Other Information:

### Monitoring your Usage:

To access your updated usage information and other details, call our trained consultants on: 1300 786 192  
SMS alerts will also be sent once 50%, 85% and 100% of the included value has been reached.

### Using your service overseas (Roaming):

Roaming is not activated by default. Charges are significantly higher when roaming than when in Australia and are not included in the *Included Value* of the plan. Trinity Telecom recommends you purchase a sim card with services national to the overseas country you are visiting that is compatible with your mobile handset, upon arrival at your destination. Please visit <http://www.trinitytelecom.com.au/downloads/International%20Roaming.pdf> for more information.

### Trinity Telecom Customer Care contact details:

Phone: 1300 786 192  
Email: [customerservice@trinitytelecom.com.au](mailto:customerservice@trinitytelecom.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