

# Critical Information Summary

## Trinity Telecom \$59.95 Fixed Line Plan

15<sup>th</sup> April, 2015

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### Information about the service

This is a fixed line telephone service with a monthly access fee, available to both residential and business customers. It is not part of a product bundle, and you must arrange/connect your own handset/s.

There is No Minimum Contract term.

The monthly access fee includes Line Rental, GST, Calls to Local Landlines, Non-local/National Landlines and 1800 numbers in Australia. All other calls are charged in addition to the monthly access fee.

### Other important conditions:

- Offer available to approved customers only.
- Offer is only available when monthly accounts are billed electronically and paid by direct debit.
- Services are provided under our Standard Form of Agreement – see our website
- Early exit fees apply (except during any applicable cooling off period).

### Pricing Information:

The minimum monthly charge is the monthly access fee of \$59.95. The maximum monthly charges depend on the number and type of calls made that are not included in the monthly access fee. Calls to Mobile numbers within Australia are charged at 99c per call untimed. Calls to 13/1300 numbers are charged at 40c per call untimed. Charges for international calls vary by location – see our website for current details. 1900 and other premium service calls are subject to varying charges – check before dialling.

The total minimum cost is \$59.95 every month as long as the telephone line is active with us.

The early exit fee (EEF) is \$99.00; where a 30 day written notice for cancellation is not provided.

### 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@trinitytelecom.com.au

Fax: 1300 797 157

Online: 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