

# Critical Information Summary

## Trinity Telecom \$69 Bundle Plan

1 March, 2013

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### Information about the service

This service is a fixed line telephone and broadband offer with a monthly access fee, available to both residential and business customers. It is only available as a product bundle, it includes a modem covered by the access fee, and you must supply your own handset/s.

Minimum term is 24 months.

The monthly access fee includes line rental and unlimited data on the ADSL platform, or ADSL2+ where available.

Calls are charged in addition to the monthly access fee.

Other important conditions:

- Offer available to approved customers only.
- Services are provided under our Standard Form of Agreement – see our website
- Early termination charge applies (except during any applicable cooling off period).

### Information about Pricing

The minimum monthly charge is the monthly access fee of \$69.00. The maximum monthly charge depends on the number and type of calls that are not included in the monthly access fee.

All Local Calls, all Calls to Non-local National landlines in Australia and to Australian mobile numbers are charged at 99c untimed per call. Calls to 13/1300 numbers are charged at 33c 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 minimum total plan cost is \$1,656.00 over 24 months.

The maximum early termination charge is \$398.00.

## Other Information

Your usage information is available by calling 1300 887 253 and asking our trained consultants.

## Trinity Telecom Customer Care contact details:

Phone: 1300 887 253  
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: PO BOX 3388, South Brisbane, Qld, 4101.  
Contact hours: 8am to 8pm (AEST) Monday to Friday, 9am to 6pm (AEST) Weekends and Public Holidays

## 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