Critical Information Summary

Trinity Telecom $129 Bundle Plan
1 March, 2013

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, all local calls untimed, all Non-local National calls to landlines in Australia untimed, all call to mobiles in Australia untimed, all calls to 13/1300 numbers in Australia, 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 $129.00. The maximum monthly charge depends on the number and type of calls 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 are subject to varying charges – check before dialling.

The minimum total plan cost is $3,096.00 over 24 months.

The maximum early termination charge is $398.00.

Additional Feature

BOLT ON: This is an additional add-on feature to your plan which includes Unlimited International Calls to 11 countries. (Canada, China, France, Germany, Hong Kong, India, Malaysia, Singapore, Taiwan, U.K, U.S.A)

Pricing Information:

Monthly access fee of $10 will be charged in addition to your plan fee.

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

Fax: 1300 797 157

Online: 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

Fax: 1800 630 614

Online: www.tio.com.au

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

Contact hours: 9am to 5:30pm (AEST) Monday to Friday