

This summary does not reflect any discounts or promotions which may apply from time to time.

13, 1300/1800 Plan

SERVICE DESCRIPTION

Information about the service

Your plan sets out the pricing that applies when you sign for a 1300/1800 number services.

INFORMATION ABOUT PRICING

Minimum Monthly Paln	\$25	
Calls Terminating on a Fixed Services	Local	First 15 minutes free per call for 13/1300 services. 8c/ min thereafter
	National	10c/min
	Mobile	16c/min
Calls Terminating on a Mobile	38.5c per min	

AVAILABILITY

You can choose Trikon 1300/1800 number services if your business is serviceable with 1300/1800 number services and you are operating a business with a valid ABN or ACN.

BUNDLING ARRANGEMENT

If you offer to contract with Trikon this summary applies for the service type as a standalone and specifics are listed in any offer or agreement signed. If you contract multiple services, you may be eligible for a discount refer to trikon.com.au/terms.

Any monthly discounts will be rescinded, and your minimum monthly access fee will revert to the monthly stand-alone

charge per service if you cancel, modify or transfer away your bundled service.

ADDITIONAL FEES & CHARGES*

The following are some examples of connection charges that may apply to connect your Service:

Additional Fees/Charges	New 1300/1800 Number	\$0
	New 13 Number	\$1,100
	Existing 13/1300/1800 Porting Fee	\$0
	Number Early Release Fee	\$120
	Number Reservation Fee	\$30
	Adds, Moves and Changes	\$40
Government Levy on 13 Numbers (excludes 1300 numbers)	\$900/month	

Separate charges apply for each additional connection point at the same property and for more complex connections. You may be charged a deposit if multiple additional charges are incurred prior to the Technician's attendance. All charges are excluding GST and payable by the Due Date as specified on your invoice.

THE FINE PRINT

1. All Prices are inclusive of GST. No fixed term agreement applies.
2. Calls are billed in 1 second increments.
3. Simple and complex call routing options available, additional charges (setup and recurring fees) may apply. Simple call routing applies to services with maximum of 9 answering points complex call routing applies to services with more than nine answer points and exchange based, postcode based or mobile area based call routing
4. First 15 minutes free for local call are included on 13/1300 services. Not applicable to 1800 services. Not applicable to 1800 services. Unused included call value expires monthly.
5. Information and pricing was correct at time of printing and is subject to change without notice.
6. Trikon SFOA, Fair Use and Acceptable Use Policy applies. The Trikon SFOA please call on 1300 880 687. Trikon is a registered trademark of Trikon Pty Limited ABN 47 124 822 591.

CHARGE CHANGES

If one of our suppliers raises its prices in the future, this may result in the cost of your service increasing. We will make every attempt to notify you about this change. You agree we reserve the right to charge you any reasonable increase without notice, payable under the existing agreement.

MAXIMUM TERMINATION FEE

In the circumstance where you choose to prematurely terminate services before the full contracted term expires, you legally agree that instead of a preset flat early termination fee, you will be charged a maximum of 50% of the remaining contract agreement up to a value no greater than \$3000. This represents the mutually agreed early termination charges you are liable for and is a genuine estimate of our losses.

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FAIR USE POLICY

You must comply with our Fair Use Policy and not use your services in an unreasonable or fraudulent manner or in a way that detrimentally interferes with the integrity of the network.

OTHER INFORMATION

BILLING

The pricing in this Critical Information Summary is for a full billing cycle but your first bill may include pro-rata charges for part of the month if you started or changed your plan part way through a fixed billing. Contact us at 1300 TRIKON for further information.

BILLING OPTIONS

Trikon's standard method of bill delivery is email. Paper billing is available as an option for a monthly fee of \$5.95. You have automatically opted into standardised billing, to opt out or customise billing preference in accordance refer to the Terms of your Agreement

MANAGE YOUR SERVICE ONLINE

To access your invoice or modify your details visit myaccount.trikon.com.

To keep updated with any changes or requests be sure to actively visit your account or contact 1300 TRIKON.

CONNECTION TIMEFRAMES

Once we've approved and accepted your application, we'll try to connect your 1300/1800 number services on the earliest and best available date, however, this is not always possible. For any extended delays, we will make every reasonable effort to contact and advise you as to the reason(s).

You are required to contact us where the delay has fallen outside of the agreed time frame as per your written agreement. If there has been a previous working 1300/1800 number services with Trikon at your premises and we can reconnect it without having to visit your premises, the node or anywhere in between we aim and estimate a minimum connection timeframe of 15 working days.

Non-exhaustive factors to account for;

- Distance and Location
- Appointment Availability
- Order Type

PAYMENT METHOD

Payment by Direct Debit from an Australian Bank will not incur an additional surcharge.

Additional Charges and Non-Direct Debit Payment Surcharge apply for alternate payment methods.

WE'RE HERE TO HELP

If you have concerns about

1. Billing and Accounts
2. Technical Support Service or
3. Connection and Provisioning
4. [Complaints or Disputes](#)

Contact us at crt@trikon.com.au

Visit <https://trikon.com.au/terms/>

FURTHER ASSISTANCE

After you have contacted us, and we can't reasonably resolve your complaint you may seek additional mediation, or you can contact the TIO by phone on 1800 062 058

FULL TERMS

This is a summary only full terms are available for all products and services, <https://trikon.com.au/terms/>

All information is correct as of 14/01/19