BUSINESS IP VOICE PREMIUM

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

SERVICE DESCRIPTION
Information about the service
Your plan sets out the pricing that applies when you sign for a Trikon Business IP Voice Premium Service.

INFORMATION ABOUT PRICING

	PREMIUM
Minimum Monthly Fee	$45
Maximum Fee Payable[2]	$1,080
Minimum Fixed Term (Months)	24
Standard Inclusions*	• Local & National • Mobile Calls • 13/1300 40c Per Call • Non-Standard Calls PAYG[1]
Maximum Termination Fee[3] (applicable in line with the number of months remaining on each exclusive agreement)	$540

AVAILABILITY
You can choose Trikon Business IP Voice Service if your business is serviceable with an IP Voice Service and you are operating a business with a valid ABN or ACN.

[1]EXCLUSIONS (CALLS) + OPTIONAL FEATURES
These are charged in addition to the Minimum Monthly Fee and Standard inclusions.
For example:
• International Calls
• Premium Numbers (1900, etc)
• Directory Assistance (1234, 12455 etc)
• Music on Hold (Starting from $300 for 90 sec)
• Call Recording $5/m
• Any Additional Call Features

Additional Non-Standard Rates and Additional Information available www.trikon.com.au or sales@trikon.com.au.

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Any monthly discounts will be rescinded, and your minimum monthly access fee will revert to the monthly stand-alone charge per service if you cancel, modify or transfer away your bundled service.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[2]
The following are some examples of connection charges that may apply to connect your Service:

Standard Activation (No Technician)	$89
New Line Activation (With Technician visit)	$299
New Line Connection (Cabling, Onsite Visit/labour)	$300
New Number	$300
Subsequent Installation	$299
Hourly Labour Onsite Fee	$150
New Number Charge	$299
Porting Fee(s)	$100
NBN New Premises Fee	$300
Hardware Postage and Handling Fee(s)	$20
Call Diversion Fee -for each number (takes up to 24 business hours)	$60
Diversion Removal Fee - for each number (takes up to 24 business hours)	$60

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 to be incurred prior to the Technician's attendance. All charges are excluding GST and payable by the Due Date as specified on your invoice.

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.

[3]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.

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.

HARDWARE & COMPATIBILITY
Trikon Business IP Voice provides your business with a service delivered via an internet connection allowing you to make and receive voice calls, utilise your EFTPOS system, Back to Base Alarm System etc. Trikon doesn't provide support for services or products not supplied or provided through an authorised

BUSINESS IP VOICE PREMIUM

Trikon Representative. If you purchase hardware with Trikon Fees applicable for as either a **One Time Fee** or in repayments over **Fixed Term**.

To ensure compatibility of your existing services contact sales@trikon.com.au.

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 for 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 refer to the Terms of your Agreement.

MANAGE YOUR SERVICE ONLINE

To keep updated with any changes or requests including order statuses 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 Business IP Voice Service on the earliest and best available date, however, this is not always possible. This service will be delivered in stages if you have purchased or agreed to other services with Trikon. 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 Business IP Voice Service 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 8 – 10 Working Weeks.

Non-exhaustive factors to account for;

 a) Distance and Location
 b) Appointment Availability
 c) Order Type

CONFIGURATION

Calls to some International destinations are blocked by default due to high risk of fraud. You may arrange with Trikon to unblock these destinations upon accepting full responsibility for payment for any calls from your service to these destinations. Refer to the appropriate CIS provided to you in order to access the summary of your services. Additional Terms and conditions for your Transfer will be provided at the time of the agreement.

PROVISION OF SERVICES

TRIKON VOICE IS NOT SUITABLE FOR (AND IS NOT SUPPLIED FOR THE PURPOSE OF) SUPPORTING ANY REQUIREMENT OR TYPE OF USE WHICH IS TO BE CONTINUOUS, UNINTERRUPTED, OR FAULT FREE SERVICE. THIS SERVICE WILL NOT WORK IN THE EVET OF POWER FAILURE, INTERNET AND NET-WORK FLUCTUATIONS, LIMITATION ON BANDWIDTH OR SPEED ETC. IT IS NOT SUITABLE FOR A PHONE SERVICE WITH UNINTER-RUPTED ACCESS TO 000 EMERGENCY SERVICES. PRIORITY AS-SISTANCE IS NOT AVAILABLE ON THIS SERVICE.

LEGACY AND THIRD-PARTY SERVICE(S)

The service will not function in the event of a power failure. It is your responsibility to maintain the battery and ensure that it is working correctly. You are responsible and must make arrangements if you intend to use this service in conjunction with a disability or medical service, security system, modem, hardware, server, back to base alarm or services such as Fax, EFTPOS or HiCaps.

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 on crt@trikon.com.au and refer to Our Complaints and Compliments Policy.

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, www.trikon.com.au/terms.

All information is correct as of 21/06/19