



Critical Information Summary

BUSINESS AI VOICE PREMIUM

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

PLAN DETAILS

Service Description:

Trikon AI Voice Premium is an advanced artificial intelligence-powered voice service that uses natural language models and machine learning to handle business calls, appointment scheduling, customer inquiries, and automated responses. The service operates with the intention of reducing operational costs and thereby enhance productivity via a range of dynamic integrations that can be altered in accordance with exclusive requirements.

All plans to include mandatory set-up cost. All Trikon plans to include monthly plan value alongside included minutes. License Fee applicable across all plans.

Pricing plan (All Figures Ex GST)

Plan Name	Ignition (Per agent)	Orbit-1000 (Per agent)	Lunar-1500 (Per agent)	Mars-2000 (Per agent)
Set Up Cost	\$2,000	\$1,500	\$1,500	\$1,500
Mins Included	65 Cents Per Minute	1000	1500	2000
Minimum Contract Term	24 months	24 months	24 months	24 months
Monthly Plan Value	\$400	\$799	\$999	\$1,199

Key Facts Sheet:

- a) Minimum Contract term for all plans stands at 24 months
- b) Leftover minutes from previous month are not carried over to the subsequent month. Minutes cycle will be refreshed alongside plan cycle
- c) Plans can be upgraded or downgraded at the start of each billing cycle
- d) You will be billed in 30 second increments for all plans
- e) Upon exhausting your allocated minutes as per your plan, you will immediately be charged a base rate of 65 cents per minute
- f) Only Orbit, Lunar and Mars will have the option to obtain additional minutes packs for a minimum of 100 minutes per pack.
- g) Orbit users can purchase this pack at \$50 for 100 minutes. Lunar users can purchase this pack for \$45 for 100 minutes. Mars users can purchase this pack for \$40 for 100 minutes.
- h) All prices included are mentioned at Ex Gst



Included Features:

- AI-powered outbound call handling
- Natural language processing and conversation
- Appointment scheduling and Email
- Knowledge-Based Interactions
- Call recording and transcription services
- Call analytics and reporting
- Customized scripts and personalization
- Human agent escalation pathways

Key Benefits:

- Advertising Marketing Campaigns to existing clients
- Financial Services and Debt Collection
- Lead Generation
- Automated message delivery
- Call Management and appointment scheduling
- Front Desk operations via dashboard management

ADDITIONAL FEES & CHARGES

The following are some examples of connection charges that may apply to connect your Service outside of standard set up costs. Please note that the application of these charges remains at our discretion but will be communicated and discussed with you beforehand

Please note that all users are scheduled 65 cents per call upon completion of the allocated minutes included within ignition. Users will be charged 50 cents for Orbit 1000, 45 cents for Lunar 1500 and 40 cents for Mars 2000 unless the available voice pack upgrade option is availed. There is a maximum availability of 100 voice packs per month. In this situation, all users shall be charged 40 cents per minute until expiry of said pack. Please contact us for further details. Please note that these charges are outside of standard regular charges that remain applicable

Installation & Setup:

- Advanced Integration outside of original scope
- Multi-language Configuration
- Custom Workflow Development
- Additional Phone Number assignment
- Complex System Integration

Ongoing Charges:

- Hardware Postage and Handling
- Incorrect Technician Call out charges

BILLING

The pricing in this Critical Information Summary is for a full billing cycle per agent 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 billing cycle.

Contact us at 1300 TRIKON for further information.

BILLING OPTIONS

Trikon's standard method 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 preferences 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 AI 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.

AI Voice Service Setup:

We aim for a minimum connection timeframe of 2-4 working weeks for standard configurations. Custom integrations may require 4-8 working weeks.

Non-exhaustive factors to account for:

- a) AI training and voice persona development
- b) System integration complexity
- c) CRM and third-party software compatibility
- d) Testing and quality assurance requirements

CONFIGURATION

AI Service Limitations:

Some call types are blocked by default due to compliance requirements including emergency services (000), premium rate numbers, and international destinations flagged for fraud risk. You may arrange with Trikon to modify these restrictions upon accepting full responsibility for any charges incurred.

Voice Persona Setup:

Your AI voice assistant will be configured with Australian accent and business-appropriate language patterns. Custom voice characteristics and industry-specific terminology can be configured during setup.

Maximum Termination Fee:

In the circumstance where you choose to prematurely terminate services before the full contracted term expires, you legally agree to settle associated termination charges will constitute the remaining value of your agreement multiplied by a flat rate of \$350 per month.

Fair Use Policy:

You must comply with our Fair Use Policy and not use your services in an unreasonable manner or in a way that detrimentally interferes with the quality of the service rendered



PROVISION OF SERVICES

TRIKON AI 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 EVENT OF POWER FAILURE, INTERNET AND NETWORK FLUCTUATIONS, LIMITATION ON BANDWIDTH OR SPEED ETC. IT IS NOT SUITABLE FOR EMERGENCY SERVICES (000) OR PRIORITY ASSISTANCE. THE AI SERVICE IS PROVIDED AS EMERGING TECHNOLOGY AND PERFORMANCE MAY VARY.

LEGACY AND THIRD-PARTY SERVICE(S)

The AI Voice service requires stable internet connectivity and will not function during power failures. You are responsible for maintaining backup power and ensuring network connectivity. You must make appropriate arrangements if you intend to use this service in conjunction with disability or medical services, security systems, back-to-base alarms, or critical business systems requiring guaranteed uptime.

Trikon reserves the right to rescind provision of all services if any breaches of Fair Use Policy are identified with immediate effect.

AI Technology Disclaimer:

This service uses artificial intelligence technology which may not always interpret requests accurately. Human oversight and escalation procedures should be maintained for critical business functions.

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
3. AI Voice Configuration and Training
4. Connection and Provisioning
5. Complaints or Disputes

Contact us on crt@trikon.com.au for any account related assistance 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.



Key Facts Sheet:

- i) Minimum Contract term for all plans stands at 24 months
- j) Leftover minutes from previous month are not carried over to the subsequent month. Minutes cycle will be refreshed alongside plan cycle
- k) Plans can be upgraded or downgraded at the start of each billing cycle.
- l) You will be billed in 30 second increments for all plans

FULL TERMS

This is a summary only. Full terms are available for all products and services at www.trikon.com.au/terms.

Additional AI Voice Terms:

Usage of AI Voice services is subject to Trikon's AI Service Terms and Conditions, Fair Use Policy, and Data Privacy Policy. Beta service disclaimer applies to emerging AI features. All services will be rendered with due care and skill in accordance with Schedule 2 of the Competition and Consumer's Act 2010

All information is correct as of [19/08/2025]