



BUSINESS BUNDLE PLANS MAD99

Critical Information Summary

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION

The Business Bundle - Advanced plan is an office phone and broadband bundle delivering an office phone service for standard phone lines as well as a broadband internet service on our own network, or where our network is not available, using wholesale services supplied to us by Telstra.

You can transfer your existing office phone and broadband services or activate new services with Trikon.

MINIMUM CONTRACT TERM

24 months.

BUNDLING ARRANGEMENTS

Landline and ADSL Plans provides a standard PSTN phone lines and a broadband service. Additional phone lines can be purchased at standard Trikon rates. Plan is subject to service availability at you location. Monthly Bundle Fees are subject to a pro-rata calculation in you first month of activation.

KEY DETAILS

The Business Bundle – MAD99 plan Monthly Bundle Fee includes PSTN Line Rental, Pay as you go charges for Standard Local call charges, National and Mobile Voice Call MAD99 and unlimited data. Included data is based on the greater of the uploaded and downloaded traffic. No Flagfall fee. Timed calls are billed in 1 second increments.

You will be supplied with the fastest speed available at your location – ADSL2+ or ADSL where ADSL2+ is not available. A maximum of ten (10) Business Bundles may be combined on a single account. Plan is subject to service availability at your location. Business Bundle plans are not available for resale or high volume telemarketing purposes and are only available to new customers.

HARDWARE

Please note that support is only available for Trikon supplied modems.

INFORMATION ABOUT THE PRICING

MONTHLY ACCESS FEE

\$99 for a single PSTN Phone service and Broadband Bundle.

SET-UP FEE

Set-up Fee (if applicable) will be charged on the invoice.

MINIMUM TOTAL COST

24 months - \$2398
36 months - Total minimum cost - \$3,598.2
48 Months - Total Minimum cost - \$4,797.6
60 months - total minimum cost - \$5,997

Additional \$10 per month charge applies for regional areas.

EARLY TERMINATION CHARGE

If you cancel either the Phone or Broadband service, the remaining service will be charged at the full price. Early Termination Fees (ETF) applies. Phone ETF is calculated at the plan price multiplied by the number of months remaining on the contract term. Broadband ETF is calculated at 100% of the standalone MAF multiplied by the number of months remaining on the contract term.

CALL RATES

The Business Bundle – MAD99 plan, all call types are charged in addition to the Monthly Access Fee.

Standard Local Calls are charged at 20c per call.
National Calls are charged at 25c per call.
Calls to Mobile numbers are charged at 39c per call.
Calls to 13/1300 numbers are charged at 44c per call.
No Flagfall fee.
Timed calls are billed in 1 sec increments.

For details of charges for usage types that are not listed, please contact Customer Service on 1300 880 687.

OPTIONAL MODEM

A \$19.95 shipping and handling fee applies to the optional modem.

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OTHER INFORMATION

FULL TERMS

Information and pricing is subject to change in accordance with our SFOA. Regional Plans are subject to a \$10 per month surcharge. All pricing is inclusive of GST. This information is a summary only. Please call us on 1300 880 687 for our standard form of agreement, fair use and acceptable use policies, which set out terms & conditions on which we provide our products & services.

USAGE INFORMATION

For information about your current usage levels please contact Customer Service by calling 1300 880 687

EMAIL BILLING

Trikon is committed to reducing our environmental footprint and our standard method for bill delivery is email. Paper billing is available as an option for a monthly fee of \$3.95. To opt in to paper billing, please contact Customer Service by calling 1300 880 687.

CONNECTION CHARGES & CONNECTION TIMEFRAMES

A charge may apply to connect your phone service if there is not already one present and/or depending upon the type of connection required. The timeframe required to connect your phone service will depend on the type of connection required.

OTHER INFORMATION

CONTACT US

We are dedicated to excellence in servicing our business customers.

If you have any questions regarding your service, call our Customer Service team on 1300 880 687, 9 AM – 5:30 PM AEST, Monday to Friday.

If for some reason you are not satisfied with the service received, please inform us of your issue. If we are unable to resolve your issue to your satisfaction, please call us on 1300 880 687 or email us on info@trikon.com.au.

If you are still not satisfied with the steps taken by Trikon to resolve your issue, you can seek assistance from the Telecommunications Industry Ombudsman (TIO). The TIO will only investigate complaints if you have already attempted to resolve your issue with Trikon and are an option of last resort. You can contact the TIO by visiting www.tio.com.au or by calling 1800 062 058.