



## Mobile Critical Information Summary

### Month to Month Plans

	STARTER	ESSENTIAL	PREMIUM	ELITE
Minimum Monthly Charge	\$39.99	\$49.95	\$64.96	\$79.95
Monthly Call Allowance	Unlimited~	Unlimited~	Unlimited~	Unlimited~
International Calls	PAYG	PAYG	Unlimited to 10 Countries	Unlimited to 15 Countries
Standard National SMS and MMS	Unlimited~	Unlimited~	Unlimited~	Unlimited~
Monthly Data	15GB	30GB	65GB	100GB

### Minimum contract term

1 month

### 12/ 24 Month Plans

	STARTER	ESSENTIAL	PREMIUM	ELITE
Minimum Monthly Charge	\$34.99	\$44.95	\$59.96	\$74.95
Monthly Call Allowance	Unlimited~	Unlimited~	Unlimited~	Unlimited~
International Calls	PAYG	PAYG	Unlimited to 10 Countries	Unlimited to 15 Countries
Standard National SMS and MMS	Unlimited~	Unlimited~	Unlimited~	Unlimited~
Monthly Data	15GB	30GB	65GB	100GB

### Minimum contract term

12 and 24 months

### Description of the service

Trikon uses parts of the Telstra Mobile Network that cover more than 98.8% of the population with 3G and 97.9% of the population with 4G. The mobile product of Trikon provides a 4G coverage footprint of 97.9% and a combined 4G and 3G coverage footprint of more than 98.8% of the Australian population covering 1.62 million square kilometers. Trikon's Mobile Plans are underpinned by over 7800 4G and 8100 3G sites.

ICT SIMPLIFIED

1300 TRIKON | [www.trikon.com.au](http://www.trikon.com.au) | [sales@trikon.com.au](mailto:sales@trikon.com.au)



### **Unlimited 10**

This includes unlimited calls in the countries Canada, China, Germany, Hong Kong, India, Indonesia, New Zealand, South Korea, UK, USA.

### **Unlimited 15**

This includes unlimited calls in the countries Canada, China, Germany, Hong Kong, India, Indonesia, New Zealand, South Korea, UK, USA, Bangladesh, Ireland, Pakistan, Singapore, Thailand.

### **Bundle Discount**

You will get an additional discount of \$5.00 in case you bundle any of the mobile plan (SMALL, MEDIUM, LARGE, EXTRA LARGE) with any additional Trikon product(s). Please note that bundled service will have to be activated in the same account only and you will get the service charges in the same invoice.

### **Mandatory goods**

You need a network unlocked 3G/4G compatible handset to use this service. The device needs to support 3G-850MHz and both 4G1800MHz and 4G 700MHz banding so that you can get the best service possible.

### **Monthly data allowance**

The monthly data allowance in respect of each plan is set out in the table above. Your unused monthly data expires at the end of each billing cycle. If you use all included data, you will be charged \$10 per 1GB for data excess usage which are applied as automatic top ups.

### **Information about pricing**

Please see the table above for the price of each plan. If you exceed the included allowances of your plan or use your service for things that are excluded from your plan, you will pay more than the minimum monthly charge. There is no set limit on the maximum total charge and maximum usage. The maximum charge depends upon your usage and any excess usage. International calls will be blocked for plans that do not have international call inclusions as well as calls to the countries, which are not a part of the international call inclusions. You can add up to 10 GB data in each billing cycle, which would be billed to your monthly invoice.

### **Early termination fee**

You can cancel your plan at any time. All you need to do is pay all outstanding charges on your account. Any included call and data value will be forfeited on termination and cannot be transferred.

### **Special promotions and value-added services**

This summary excludes any special promotions or value adds that may be associated with your contract and maybe added by on your request after the commencement of the contract.

### **Other Information**

#### **Billing**

The billing cycle of your Trikon account ends on the last day of each month (e.g. 31<sup>st</sup> May, 30<sup>th</sup> June, 31<sup>st</sup> July) and your account will be billed to include: a) any excess use during the previous billing cycle; and b) the monthly plan access fee in advance. You will receive your bill via email. A \$3.95 (inc. GST) service charge will be applied per month if you request to receive a paper bill.



#### Usage Information

You will automatically receive an SMS alert on reaching 100% of your bonus data and call inclusions.

You will then receive SMS/email alerts when you reach 50%, 85% and 100% of your included monthly call and base data allowances.

#### Using your service overseas

International Roaming is currently available on the Mobile Plans in selected countries. Refer to <https://www.trikon.com.au/international-roaming>. Charges for international roaming are higher than standard call costs and data usage may also be more expensive. Customer Support For more information goto [www.trikon.com.au](http://www.trikon.com.au) or call us: 8am - 5pm AEST (Mon-Fri) 9am - 5pm AEST (Sat) on 1300 TRIKON (874 566) (within Australia) and +61 2 9056 9205 (from overseas).

#### Telecommunications Industry Ombudsman

If you have any concerns or complaint(s) contact us and we will attempt to resolve the matter as quickly as possible. If you are dissatisfied with our handling of the complaint, you have the right to contact the Telecommunications Industry Ombudsman (TIO). The TIO can be contacted on 1800 062 058.

#### Important Information

Our Fair Use Policy applies to all unlimited plans and unlimited components of plans.

This is only a summary. This plan with full terms and conditions can be found at [www.trikon.com.au/terms](http://www.trikon.com.au/terms) This information is correct as at 01/09/2022 and is subject to change where we are permitted to do so bylaw. Visit <https://www.trikon.com.au> for updated information about our plans and services.