



# TRIKON LINK

## Critical Information Summary

### INFORMATION ABOUT THE SERVICE

#### INFORMATION

Your plan is for a Trikon Link application which is available through Trikon’s website; Apple Store and Google Play Sotre. Trikon Link application is a Trikon hosted communications application that uses software, and delivers functionality through cloud platform. You need one of the following user licenses for each user of the application:

- Trikon Link Basic (Plan 1)
- Trikon Link Essential (Plan 2)
- Trikon Link Premium (Plan 3)
- Trikon Link Mobility (Plan 4)\*

To download a client for your windows desktop please visit our website.  
You need to meet minimum system requirements to use Trikon Link. Yor’re responsible for ensuring that you meet these requirements.

**MINIMUM CONTRACT TERM**  
24 months.

**WHAT’S NOT INCLUDED**  
You must provide all equipment (including appropriate web and video cameras attached to personal computers), download all plug-ins and other software necessary to access Trikon Link application.

**BILLING**  
The figures in this Critical Information Summary are 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 billing period.

### INFORMATION ABOUT THE PRICING

**MONTHLY ACCESS FEE**  
Trikon Link Basic \$25  
Trkon Link Essential \$35  
Trion Link Premium \$55  
Trikon Link Mobility \$10

**SET-UP FEE**  
Set-up Fee (if applicable) will be charged on the invoice.

**MINIMUM TOTAL COST**  
Minimum total cost would be equal to monthly plan/access fee multiplied by agreed contract term which could be 24, 36, 48 or 60 months. For example, if a customer signs up Trikon Link Essential plan for 60 months then total minimum cost would be \$2100 (\$35 X 60 months).

**EARLY TERMINATION CHARGE**  
If you cancel the service, the remaining service will be charged at the full price. Early Termination Fees (ETF) applies. ETF is calculated at the plan price multiplied by the number of months remaining on the contract term.

**CALL RATES**  
Trikon Link application comes with:

- Instant messaging and presence
- Trikon Link audio/video calling (audio and video quality may vary depending on your network performance)
- File sharing and collaboration

Depending on what plan you choose, your Trikon Link application also includes the features listed in the table below.

Plan Details	Basic	Essential	Premium
Monthly Access Fee	\$25/per Channel	\$35/per Channel	\$55/per Channel
Minimum Channels	1	1	1
Standard Local	20c per call	Unlimited	Unlimited
Standard National	20c per call	Unlimited	Unlimited
Fixed to Mobile	19c per min	19c per call	Unlimited
13/1300	40c per call	40c per call	40c per call
Trikon LINK Mobility* - \$10 per month			

\* Only available for use with Trikon IP Voice plans in conjunction with compatible PBX phone systems

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### OTHER INFORMATION

#### FULL TERMS

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.

#### PAYMENT METHOD

Payment by Direct Debit from a bank account is free of surcharges. Charges apply for other payment methods. For details see the Schedule of Fees & Charges on our website or contact Customer Service.

#### 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](mailto: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](http://www.tio.com.au) or by calling 1800 062 058.