

BUSINESS L WIRELESS 500

SERVICE DESCRIPTION

Your plan is for a Business Data Mobility Sim Service. Trikon is an authorised reseller of Buroserv mobile and signing for this service will give you access parts of the Optus mobile network, a mobile service number and lets you access the and 4G mobile network.

INFORMATION ABOUT PRICING

	L WIRELESS 500
Minimum Monthly Fee	\$110
First Month Minimum Fee Payable ²	\$380
Minimum Fixed Term (Months)	Month to Month
Standard Inclusions Refer to Exclusions ¹	<ul style="list-style-type: none"> 500 GB Mobile Data Managed Modem Router Outright \$250
Minimum Termination Fee ³	\$380

AVAILABILITY

You can choose Trikon Business mobile data service if your business is serviceable for a Business Mobile Service, you are operating a business with a valid ABN or ACN. Service for new activations only. No plan changes/swaps are permissible.

COVERAGE

You can access 4G coverage if you have a 4G device and are in a 4G coverage area. Trikon resells Buroserv mobile using the Optus mobile wholesale network. Typical coverage for services is only available in some of the Perth, Adelaide, Melbourne, Sydney, Canberra and Brisbane metro areas. You are responsible to test your coverage or check your de-vice compatibility by viewing the coverage map or contacting your device manufacturer. Speeds are variable on the Optus 4G Mobile Network and will depend on several factors including congestion, location, local conditions, hardware, software and general internet traffic.

EXCLUSIONS + ADDITIONAL CHARGES (CALL, SMS, MMS) ¹

These are charged in addition to the **Minimum Monthly Fee** and **Standard inclusions**.

For example:

- Calls, SMS, MMS, (any international usage)
- Premium Numbers (1900, etc)
- Directory Assistance (1234, 12455 etc)
- International Roaming
- Data Sharing, Data Pooling
- Voice or MessageBank™
- Video and Video MessageBank™

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

DEVICE REPAYMENT OPTION(S) (DRO) ⁴

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

This Plan Is Not Eligible for DRO Option. Your First Month Invoice Requires You to Purchase the Modem Outright Prior To Activation of Any Service.

DRO BONUS CREDITS ⁴

This plan is not eligible for DRO Credits. Any hardware fees are payable upfront prior to activation or on your first invoice.

ADDITIONAL FEES & CHARGES ²

Excess Data First 50 GB (per 10 GB)	\$15
Excess Data Over 50 GB (per 1 GB)	\$15
Remote Support (per half hour)	\$50
Postage and Handling/Set Up Fee	\$10
Sim Replacement	\$15
Porting Fee(s)/New Number	\$10
Modem Router (outright)	\$250

Charges may be payable upfront subject to any agreement made or offer available from time to time. All charges are payable by the **Due Date** as specified on your invoice. On Month to Month agreements **all charges are payable upfront** prior to delivery.

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.

MONTHLY DATA ALLOWANCE

Your unused monthly data expires at the end of each billing cycles. If you exceed your monthly data allowance, we will automatically add 10 GB to your service at a charge to you of \$15. A maximum of five (5), 10 GB data may be added to a service at the price of \$15 per 10 GB. Once exceeded the 5 top ups you will be charged \$15 per 1 GB in excess. Plan speeds will reduce to 256Kbps once the data usage exceeds the incremental 50GB over and above the allowance.

1 GB (Gigabyte) = 1,024 MB (Megabytes)

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.

CREDITS/OFFERS

This plan is not eligible for any credits or offers regardless of purpose at any point within the period of activation till disconnection. All liability is disclaimed and limited to the value of the contract. We do make any representation as to the quality or reliability of the service and advise you to make adequate enquiries with technical or legal representatives prior to signing.

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MINIMUM EARLY TERMINATION FEE (ETF) ³

Any discount(s) will be rescinded upon cancellation and the minimum monthly fee for each Business mobile service multiplied by the number of remaining months will be the Early Termination Fee that applies if you cancel, modify or transfer away one or multiple services.

Minimum Monthly Fee	x	The Remaining Months	+	Additional Charges (if Applicable) ³	+	Device (DRO) Fee ⁴
On Month to Month Agreements You Must Pay All Charges Till The Date Of Cancellation Including Any Hardware Fees Unpaid.						

MODEM & HARDWARE SPECIFICATION

The B525 WiFi modem keeps your devices connected to the internet at home or in the office.

- Access the Optus 4G Plus network on up to 64 WiFi devices and 4 wired devices.
- Supports 4G LTE Advanced Category 6
- Connect up to 64 WiFi enabled devices at one time
- 4 Ethernet ports to connect wired devices
- Dual band 2.4GHz/5GHz WiFi support (802.11 a/ac/b/g/n)
- TDD: 2300 MHz
- WHAT'S IN THE BOX?
 - B525 4G Plus WiFi modem
 - AC power adapter
 - 1.5m Ethernet cable
 - Quick start guide

OTHER INFORMATION

BILLING

The pricing in this Critical Information Summary is for a full billing cycle but your first bill may include pro-rata, additional fees ² charges for part of the month if you started or changed your plan part way through a fixed billing. Contact us at 1300 TRIKON (874 566) 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 access your invoice, call & data usage or modify your details visit www.myaccount/trikon.com. To keep updated with any changes or requests including order statuses be sure to actively visit your account or contact 1300 TRIKON (874 566).

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

MANAGE YOUR SERVICE

You are required to monitor your own data usage. In order to calculate usage information and estimations refer to additional information ⁵.

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. [Direct Debit Terms](#)

WE'RE HERE TO HELP

If you have concerns about and have not been able to resolve;

1. Billing and Accounts
2. Technical Support Service
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.

ADDITIONAL INFORMATION ⁵

Click the following Links for additional information about mobile data services or contact sales@trikon.com.au

- [Mobile Data Network Check](#)
- [Mobile Data Usage Guide](#)
- [Mobile Usage and Estimation Guide](#)
- [Mobile Network Performance - Consumer Guide](#)
- [Additional Support](#)
- [Trikon Privacy Policy](#)
- [Add Additional Contacts](#)
- [Trikon Financial Hardship Policy](#)
- [Contact Us](#)

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