

# FIXED PLAN P89

## Critical Information Summary

### INFORMATION ABOUT THE SERVICE

#### SERVICE DESCRIPTION

Plan P89 is offered as an Office Phone service for standard phone lines. You can transfer your existing Office Phone service or activate a new service with Trikon. Plan P89 is not available for resale or high volume telemarketing purposes.

#### MAXIMUM NUMBER OF SERVICES

You can choose a combination of 10 PSTN plans to achieve the best solution for your business.

#### MINIMUM CONTRACT TERM

24 months.

#### KEY DETAILS

The Fixed Plan – P89 includes PSTN Line Rental, Standard Local call charges, National and Mobile Voice Call charges.

### INFORMATION ABOUT THE PRICING

#### MONTHLY ACCESS FEE

\$89 for a single PSTN Phone service.

#### SET-UP FEE

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

#### MINIMUM TOTAL COST

\$2136 per service. Additional \$10 per month charge applies for regional areas.

#### EARLY TERMINATION FEES (ETF) APPLIES

ETF is calculated at \$25 per line multiplied by the number of months remaining on the agreement term.

#### CALL RATES

The Fixed Plan – P89 plan, including Standard, National and mobile calls, and 13/1300 call types are charged in addition to the Monthly Access Fee.

Unlimited Standard Local Calls.

Unlimited National Calls.

Unlimited Calls to Mobile numbers.

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 1300880687.

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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.