

Business Mobile Broadband Critical Information Summary

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

Month to Month Plans

	BASIC	ESSENTIAL	PREMIUM	ELITE
Data	5GB	10GB	15GB	30GB
Minimum monthly fee	\$29.99	\$49.99	\$54.99	\$69.99
Set Up Fee	\$10	\$10	\$10	\$10
Total Minimum Cost	\$39.99	\$59.99	\$64.99	\$79.99

Data to use in Australia, Extra Data \$15/GB automatically added in 1GB blocks to use that month.

Information about the service

Your Plan is for a mobile broadband service. Trikon resells Buroserv mobile using part of Telstra 3G/4G Mobile Network and give you a mobile broadband service number and lets you access mobile data.

Bring your own (BYO) Device

You can bring your own network unlocked device to use with the Plan. Check that your device supports 3G-850MHz, 4G 1800MHz, 4G 700MHz and Telstra Wholesale's other mobile network frequencies to ensure you get the best possible experience on our network. Check your device manual or manufacturer's website. You can also purchase a device at an additional cost to use with your Plan. Depending on the device you choose, you may have to pay an amount upfront which we will inform you about beforehand.

Minimum term

Business Mobile Broadband Plans do not have a minimum term.

Your Monthly Data Allowance

Your Monthly Data Allowance can be used to access mobile internet from your Buroserv mobile using part of Telstra 3G/4G Mobile Network Telstra Wholesale Mobile Network compatible mobile broadband device in Australia only. Your unused Monthly Data Allowance expires each month. Your Monthly Data Allowance is not pooled or shared with other services on the same account.

What's not included

Your Monthly Data Allowance can't be used for data use while you're overseas. Your Plan does not include any voice or messaging allowance such as Voice and MessageBank®, Video and Video MessageBank®, SMS (including Premium SMS) and MMS; any content subscription or Value Added Services including Foxtel by Mobile or international roaming. Additional charges apply for use of these services.

Information about pricing

Minimum monthly charge

The total minimum amount that you'll pay is described in the table above (plus any upfront cost of purchase of device).

Extra Data

If you go over your Plan's Monthly Data Allowance, we'll automatically add Extra Data in 1GB blocks for \$15 for use that month in Australia.

Call, SMS and MMS Charges in Australia

The following charges will apply if you use your mobile broadband SIM to call, SMS and MMS in a compatible mobile broadband device:

To national numbers

- Calls – 25¢ call connection fee and 42.5¢ per 30 seconds or part. A 2-minute standard national mobile call costs \$1.95
- SMS – 25¢ per message per recipient
- MessageBank® diversion – 6¢ per 30 seconds or part
- MessageBank® retrieval – 14¢ per 30 seconds or part
- MMS – 50¢ per message per recipient.

To international numbers

- Calls – see <https://www.trikon.com.au/calling-overseas-from-australia> for call rates
- SMS – 50¢ per message per recipient
- MMS – 75¢ per message per recipient.

Early Termination Charge (ETC)

No ETC applies. However, you will need to pay us any remaining additional repayments where applicable.

Other information

Billing

Your bill is charged on the same date each month, you'll be billed in advance for the minimum monthly charge and for your use during the previous month. Your first bill will include a proportion of your monthly charge (referred to as pro-rating). You'll still receive your full Monthly Data Allowance.

Manage your service online

We'll send you SMS alerts within 48 hours of you reaching 50%, 85% and 100% of your Monthly Data Allowance if you have an SMS compatible device.

Using your service overseas

International Roaming is already activated on your Plan. The cost of using your service overseas is higher than in Australia. If your device is not able to make or receive calls, you will not be able to access the voice inclusions.

Calls/SMS/MMS will be charged at international roaming rates (refer to <https://www.trikon.com.au/mobileratelist>) and data at \$3 per MB (charged per KB or part) where you: use your device outside of Australia. For help with technical issues while overseas, call our Helpdesk on **+61 2 9056 9205**.

Mobile Coverage

You can access 4G coverage if you have a 4G device and are in a 4G coverage area. The Telstra Wholesale Mobile Network offers 4G in all capital CBDs and associated airports, most surrounding suburban areas and in over 600 regional towns. You'll automatically switch to 3G in other coverage areas around Australia.

We're here to help

Learn more at <https://www.trikon.com.au> or call us on 1300 TRIKON (874 566) for assistance.

Complaints or disputes

To make a complaint:

- Call **1300 874 566** or your Account Representative
- Visit <https://trikon.com.au/contact/>

Further investigation

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman on 1800 062 058 or visit <https://www.tio.com.au/about-us/contact-us>

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