

BIZ ELITE PACK

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

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION

The Trikon Biz Elite Pack combines a Trikon Premium Office Desk Phone or Cordless Hosted Phone Service, Trikon IP Voice Basic Voice service and a Trikon Elite NBN internet service.

MINIMUM FIXED TERM (MONTHS)

24 Months

INFORMATION ABOUT PRICING

- Minimum Monthly Fee - \$119
- Setup Cost – \$0 for Biz Elite Pack
- Total Minimum Cost over 24M Term - \$2,876 (No Including any one-time fees charges)

Standard Call Charges

- | | |
|--|---|
| Premium Office Desk or Cordless | <ul style="list-style-type: none">• Local, National, Mobile Calls• Included• 18/13/1300 40c Per Minute• Non- Standard Calls PAYG |
| IP Basic Phone | <ul style="list-style-type: none">• Local & National 20c Per Call• Mobile Calls 20c Per Min• 13/1300 40c Per Minute• Non-Standard Calls PAYG |

NON-STANDARD CALL(S)

These are charged in addition to minimum monthly fee and standard call rates.

For example:

- International Calls
- Premium Numbers
- Directory Assistance

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

STANDARD PRICING (24M TERM)

- Trikon Elite Office Deskphone or Elite Cordless Phone \$69.95;
- Trikon Elite NBN internet service \$99.95 and
- Trikon IP Voice Basic Phone \$15.00.

BUNDLING ARRANGEMENT

If you offer to contract under this arrangement you may be eligible for a bundle discount on the minimum combined cost of

each standalone service when on a single bill and 24M Fixed Term.

The bundle monthly discount will be rescinded, and your minimum monthly access fee will revert to the monthly stand-alone charge per service if you cancel or transfer away any active service.

ELIGIBILITY*

To be eligible for a discount to be applied all 3 service must be active and billed under a fixed term with Trikon. After the discount is applied the minimum total monthly fee on your account, will be \$119.00.

Discounts will be applied after the completed processing and activation of all services on a single Bill. (Refer to Offer Terms for Further Information)

KEY DETAILS

TRIKON ELITE OFFICE PHONE (DESK OR CORDLESS)

Trikon Phone plans provide your business with an office phone services delivered via internet connection allowing you to make and receive phone calls.

TRIKON ELITE NBN

Trikon Elite NBN is an internet service provided over the National Broadband Network to areas serviceable by the National Broadband Network. In the event of a power outage, your Biz Elite Pack will not work unless a back-up battery is maintained by you. Once this service is connected by you then you will not be able to move back to a copper service. If you require an uninterrupted phone service with access to 000 emergency services, then this service may not be appropriate for you. Please note that Priority Assistance is not available on this service.

TRIKON IP VOICE BASIC PHONE

Trikon IP Voice Basic Phone plan provides your business with a service delivered via an internet connection allowing you to make and receive voice calls, utilise your EFTPOS system, Back to Base Alarm System etc. Trikon doesn't provide support for services or products not supplied or provided through an authorised Trikon Representative.

To ensure compatibility of your existing services contact sales@trikon.com.au.

HARDWARE

You may opt for us to supply you with an IP Handset and a WiFi modem router included within your minimum monthly fee whilst your service is with Trikon. You are required to maintain and use a supporting internet connectivity to run this service. You may use your own modem however we suggest

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you use a modem provided by Trikon for optimum support and results. Trikon's WiFi modem is pre-configured for customer to self-install. You will not own the hardware until the completion and end of the agreed contract term. Instructions and Information is provided with every hardware dispatch.

EARLY TERMINATION FEE (ETF)

Any discount(s) will be rescinded upon cancellation and the minimum monthly fee for each individual 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.

EXAMPLE CHARGE CALCULATION (STAND ALONE ACCESS FEE)

1. Trikon Elite Office Desk Phone Cordless = A Minimum Monthly Access Fee of \$69.95 per month. Therefore, ETF Calculation = \$69.95 x Remaining Months of Agreed Fixed Term.
2. Trikon NBN Elite = A Minimum Monthly Access Fee \$99.95 per month. Therefore, ETF Calculation = \$99.95 x Remaining Months of Agreed Fixed Term.
3. Trikon IP Voice Basic Phone = A Minimum Monthly Access Fee \$15 per month. Therefore, \$15.00 x Remaining Months of Agreed Fixed Term.
4. A hardware non-return fee of \$400 applies if hardware is not purchased upfront.

INSTALLATION

1. You are required to self- install any Hardware [i.e. Wi-Fi Modem and Handset(s)] supplied to you by Trikon, including any associated cabling, network configuration and any routers and/or switches within your network to allow Trikon's (Phone) Service(s) to work.
2. Any cabling that is required in your premise beyond the Network Boundary Point is your responsibility.
3. Standard installations are typically completed without additional charges.
4. Non-standard and Professional install for your Trikon (Phone) Service(s) is available at an additional charge.

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OTHER 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 in accordance refer to the Terms of your agreement; To access your Invoice or modify your details visit myaccount/trikon.com. To keep update with any changes or requests be sure to actively visit your account or contact 1300 TRIKON.

PAYMENT METHOD

Payment by Direct Debit from an Australian Bank will not incur additional surcharge. Additional Charges and Non-Direct Debit Payment Surcharge apply for alternate payment methods.

WE'RE HERE TO HELP

If you have questions about

1. Billing and Accounts
2. Technical Support Service or
3. Connection and Provisioning
4. Complaints or Disputes

Contact us at crt@trikon.com.au

Visit www.trikon.com/complaintandcompliments

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.

All information is correct as of 14/01/19