

## BUSINESS PSTN SERVICE

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

### SERVICE DESCRIPTION

Information about the service  
Your plan sets out the pricing that applies when you make and receive calls using your Standard Trikon BusinessPSTN Service.

### INFORMATION ABOUT PRICING

|                                    |   |
|------------------------------------|---|
|                                    | <b>P 35</b>   |
| <b>Minimum Monthly Fee</b>         | <b>\$35</b>   |
| <b>Maximum Fee Payable*</b>        | <b>\$1680</b>   |
| <b>Minimum Fixed Term (Months)</b> | <b>48</b>   |
| <b>Standard Call Charges</b>       | <ul style="list-style-type: none"> <li>• Local 20c Per Call</li> <li>• National 25c Per Min</li> <li>• Mobile 39c Per Min</li> <li>• 1300/13/1800 44c Per Call</li> </ul> |
| <b>Minimum Termination Fee*</b>    | <b>\$1680</b>   |

### AVAILABILITY

You can choose Trikon BusinessPSTN service if your business is serviceable for a Basic Telephone Service, you are operating a business with a valid ABN or ACN.  
Under the BusinessPSTN plan, you automatically pre-select us for long distance, international calls and calls to mobiles. You will be billed for calls by us this includes all standard calls and non-standard calls.

### NON-STANDARD CALL(S)

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

For example:

- International Calls
- Premium Numbers
- Directory Assistance
- Line & Calling Features

Additional Non-Standard Call Rates and Additional Information available [www.trikon.com.au](http://www.trikon.com.au)

### BUNDLING ARRANGEMENT

If you offer to contract with Trikon this summary applies for the service type as a standalone and specifics are listed in any offer or agreement signed. If you bundle services, you may be eligible for a discount refer to [trikon.com.au/terms](http://trikon.com.au/terms). Any monthly discounts will be rescinded, and your minimum monthly access fee will revert to the monthly stand-alone charge per service if you cancel or transfer away your bundled service.

### ADDITIONAL FEES & CHARGES

The following are some examples of connection charges that may apply to connect your Telephone Service:

|   |       |
|---|-------|
| <b>Telephone Line Activation (No technician)</b>          | \$89  |
| <b>Telephone Line Activation (With technician visit)</b>  | \$299 |
| <b>New Line Connection (Cabling, Onsite Visit/labour)</b> | \$300 |
| <b>New Number</b>   | \$300 |
| <b>Subsequent Installation</b>                            | \$299 |
| <b>Hourly Labour Onsite Fee</b>                           | \$150 |
| <b>New Number Charge</b>                                  | \$299 |
| <b>Porting Fee(s)</b>                                     | \$100 |

Separate charges apply for each additional connection point at the same property and for more complex connections.

### 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.

### MINIMUM EARLY TERMINATION FEE (ETF)

Any discount(s) will be rescinded upon cancellation and the minimum monthly fee for each BusinessPSTN 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 | + | Connection Charges (if Applicable) * |
| The Remaining Months                  |   |   |                                      |
| *Refer to Additional Fees and Charges |   |   |                                      |

### 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.

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### OTHER INFORMATION

#### BILLING

The pricing in this Critical Information Summary is 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 fixed billing. Contact us at 1300 TRIKON for further information.

#### BILLING OPTIONS

Trikon's standard method of 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

#### MANAGE YOUR SERVICE ONLINE

To access your invoice or modify your details visit [myaccount/trikon.com](http://myaccount/trikon.com).

To keep updated with any changes or requests be sure to actively visit your account or contact 1300 TRIKON.

#### CONNECTION TIMEFRAMES

Once we've approved and accepted your application, we'll try to connect your BusinessPSTN Service on the next best available date, however, this is not always possible. For any delays, we will make every reasonable effort to contact and advise you as to the reason(s).

You are required to contact us where the delay has fallen outside of the agreed time frame as per your written agreement. If there has been a previous working BusinessPSTN service with Trikon at your premises and we can reconnect it without having to visit your premises, the local telephone exchange or anywhere in between we aim and estimate a standard connection timeframe of 15 working days.

Factors to account for (Not Limited To).

- a) Distance and Location
- b) Appointment Availability

#### TRANSFERRING TO THE NBN™ NETWORK

If the NBN network becomes available to your premises and you wish to transfer to the NBN network with Trikon, we'll take responsibility for managing your transfer to this new network. To do this, we'll need your agreement and help to access your premises, and we'll talk with you about installation requirements.

We'll work with you to make this as simple as possible. Additional Terms and Conditions for your Transfer will be provided at the time of the request.

If you don't want to transfer to the NBN network with Trikon, we'll continue to provide your service up until we're required to disconnect it as part of the migration to the NBN network.

At this time, we will cancel your services and the Minimum Termination Fee of \$100 per service will apply. There may be additional charges which apply refer to Early Termination Fee(s). We'll let you know the details before any changes happen.

#### 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.

#### WE'RE HERE TO HELP

If you have concerns 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](mailto:crt@trikon.com.au)

Visit [www.trikon.com/complaintandcompliments](http://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](http://www.trikon.com.au/terms).

*All prices are ex GST  
All information is correct as of 14/01/19*