

Mobile Critical Information Summary

Month to Month Plans

	BASIC	ESSENTIAL	PREMIUM	ELITE
Minimum Monthly Charge	\$44.99	\$49.99	\$64.99	\$79.99
Set Up Fee	\$10	\$10	\$10	\$10
Total Minimum Cost	\$54.99	\$59.99	\$74.99	\$89.99
Monthly Call Allowance	Unlimited ~	Unlimited ~	Unlimited ~	Unlimited ~
International SMS	PAYG	PAYG	PAYG	PAYG
Standard National SMS and MMS	Unlimited ~	Unlimited ~	Unlimited ~	Unlimited ~
Monthly Call Allowance	5GB	10GB	15GB	30GB

All for use in Australia only. Calls, SMS and voicemails to standard Australian numbers.

Description of the service

Your plan is for a post-paid mobile service. This gives you access to a mobile phone number and allows you to make and receive calls, send and receive messages and access mobile data all within Australia. Trikon resells Buroserv mobile using part of Telstra 3G/4G mobile network.

Minimum contract term

1 month

Mandatory goods

You need a network unlocked 3G/4G compatible handset to use this service. The device needs to support 3G-850MHz and both 4G 1800MHz and 4G 700MHz banding so that you can get the best service possible.

What's included in your monthly call allowance?

Your monthly call allowance can be used for standard national calls, texts and MMS to Standard Australian landline and mobile numbers, MMS and SMS as outlined in the table above, voicemail retrieval, 1223 directory assist as well as most 13xx and 1800 numbers. Your monthly data allowance can be used to access the internet from your 3G/4G compatible handset.

What's excluded from your monthly call allowance?

International calls, international SMS, international MMS, national video calls, national video MMS, calls to 1234, 12 455 and 12 456 numbers or content charges (including third party charges) are excluded. Charges for these calls, SMS and MMS can be found at <https://www.trikon.com.au/mobileratelist>

Excluded functions

Calls or SMS to premium numbers (e.g. 19xx numbers) are not available.

Monthly data allowance

The monthly data allowance in respect of each plan is set out in the table above. Your unused monthly data expires at the end of each billing cycle. If you exceed your monthly data allowance, we will automatically add 1GB to your service at a charge to you of \$15. 1 GB (Gigabyte) = 1,024MB (Megabytes). A maximum of five (5) 1GB data blocks may be added to a service per billing cycle.

Information about pricing

Please see the table above for the price of each plan. If you exceed the included allowances of your plan or use your service for things that are excluded from your plan, you will pay more than the minimum monthly charge. There is no limit on the maximum total charge. The maximum charge depends upon your usage and any excess usage.

Call rates

Call rates are as follows:

- Standard national calls: \$0.99/min plus \$0.40 flagfall. A 2-minute standard national call (including flagfall) costs \$2.38
- Standard national SMS: \$0.25
- Standard national MMS: \$0.50
- Standard National Video MMS: \$0.75
- Standard National Voicemail Retrieval: \$0.99/min plus \$0.40 flagfall
- 13 & 1300 numbers: \$0.99 per minute plus \$0.40 flagfall
- 1223 Directory Assist: \$1.50 per call
- Standard national video calls: \$1.50/min plus \$0.40 flagfall
- International video calls: \$2.00/min plus \$0.40 flagfall

Other calls, SMS and MMS can be found at <https://www.trikon.com.au/mobileratelist>

Early termination fee

You can cancel your plan at any time. All you need to do is pay all outstanding charges on your account. Any included call and data value will be forfeited on termination and cannot be transferred.

Special promotions and value adds

This summary excludes any special promotions or value adds that may be associated with your contract of may be added by you after your contract commences.

Using mobile data in Australia

Mobile data charges are based on the amount of mobile data you use when accessing the internet on your compatible device. To estimate the amount of data you will use, visit <https://www.trikon.com.au/how-much-data-do-you-really-use>

Other Information

Billing

The billing cycle of your Trikon account ends on the same date each month (e.g. 3 May, 3 June, 3 July) and your account will be billed to include: a) any excess use during the previous billing cycle; and b) the monthly plan access fee in advance. You will receive your bill via email. A \$3.95 (inc. GST) service charge will be applied per month if you request to receive a paper bill. You can see your bills online via the Trikon's member's area at <https://myaccount.trikon.com.au>

Usage Information

You will automatically receive an SMS alert on reaching 100% of your bonus data and call inclusions. You will then receive SMS/email alerts when you reach 50%, 85% and 100% of your included monthly call and base data allowances. You can monitor your service usage by logging into your account online <https://myaccount.trikon.com.au> For full details of Trikon usage alerts visit <https://www.trikon.com.au/Managing-your-usage>

Using your service overseas

International Roaming is currently available on the Mobile Plans in selected countries. Refer to <https://www.trikon.com.au/international-roaming>. Charges for international roaming are higher than standard call costs and data usage may also be more expensive. Customer Support For more information go to www.trikon.com.au or call us: 9am - 5pm AEST (Mon-Fri) 9am - 5pm AEST (Sat) on 1300 TRIKON (874 566) (within Australia) and +61 2 9056 9205 (from overseas).

Telecommunications Industry Ombudsman

If you have any concerns or complaint(s) contact us and we will attempt to resolve the matter as quickly as possible. If you are dissatisfied with our handling of the complaint, you have the right to contact the Telecommunications Industry Ombudsman (TIO). The TIO can be contacted on 1800 062 058.

~ Important Information

Our Fair Use Policy applies to all unlimited plans and unlimited components of plans. For details of our fair use policy see https://www.trikon.com.au/Fair_Use_Policy.pdf

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