

# Critical Information Summary

## Trinity Telecom \$50 Broadband Plan

1<sup>st</sup> August, 2014

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### Information about service

This is a fixed line broadband service offer with a monthly access fee, available to both residential and business customers. It is not part of a product bundle, and includes a modem covered by the access fee.

The Minimum Contract Term is 24 months.

The monthly access fee includes Unlimited Data on the ADSL platform or ADSL2+ where available.

### Other important conditions:

- Offer available to approved customers only.
- Services are provided under our Standard Form of Agreement – see our website
- Early termination fees apply (except during any applicable cooling off period).

### Pricing Information:

The monthly charge is a fixed \$50.00.

The total cost is \$1,200.00 over 24 months.

The early termination fee (ETF) is \$199.00 per service.

### Other Information:

To access your updated usage information and other details, call our trained consultants on: 1300 786 192

### Trinity Telecom Customer Care contact details:

Phone: 1300 786 192

Email: [customerservice@trinitytelecom.com.au](mailto:customerservice@trinitytelecom.com.au)

Fax: 1300 797 157

Online: [www.trinitytelecom.com.au](http://www.trinitytelecom.com.au)

Postal: Locked Bag 3, South Melbourne, VIC 3205.

Contact hours: **Monday to Friday:** 8am to 7pm (AEST) | **Saturday:** 9am to 6pm (AEST) | **Sunday:** Closed

**Public Holidays:** 9am to 6pm (AEST)

### Internal disputes:

You can access our internal dispute process through any of the Customer Care contact points above, and a summary of our Complaints Handling Process is at:

<http://www.trinitytelecom.com.au>

### TIO (Telecommunications Industry Ombudsman) contact details:

Phone: 1800 062 058

Email: [tio@tio.com.au](mailto:tio@tio.com.au)

Fax: 1800 630 614

Online: [www.tio.com.au](http://www.tio.com.au)

Postal: PO Box 267, Collins Street West, VIC 8007.

Contact hours: 9am to 5:30pm (AEST) Monday to Friday