

Fair Use Policy - NBN Services

It is important to Trinity Telecom that all eligible Trinity Telecom customers are able to access our NBN specific Services. Accordingly, we have devised a Fair Use Policy which applies to:

- Usage of any NBN specific Trinity Telecom Services; and
- Any NBN specific promotions or Services which are advertised by Trinity Telecom as subject to the Fair Use Policy ("Fair Use Promotions").

Trinity Telecom reserves the right to vary the terms of the Fair Use Policy from time to time if:

- Your usage of any NBN specific Trinity Telecom Services is unreasonable; or
- Your participation in a Fair Use Promotion is excessive or unreasonable, as defined below.

Unreasonable Use

- It is unreasonable use of Trinity Telecom NBN specific Services where your use is reasonably considered by Trinity Telecom to be fraudulent or to adversely affect the Trinity Telecom NBN related Network or other Trinity Telecom customer's use of or access to a Trinity Telecom NBN specific Service or the Trinity Telecom NBN related Network.
- It is unreasonable use of a Fair Use Promotion where your participation in a Fair Use Promotion is reasonably considered by Trinity Telecom to be fraudulent or to adversely affect the Trinity Telecom NBN related Network or other Trinity Telecom customer's use of or access to a Trinity Telecom NBN specific Service or the Trinity Telecom NBN related Network.
- Among other things, "fraudulent use" includes supplying a Trinity Telecom NBN specific Service without Trinity Telecom's consent so that someone else may access or use Trinity Telecom NBN specific Services or take advantage of a Fair Use Promotion.
- Excessive Use: If your usage of Trinity Telecom NBN specific Services is deemed as excessive, we may contact you and request that you decrease your usage. If your usage continues at a level deemed excessive, we may suspend or terminate your service.

Trinity Telecom considers excessive use being:

NBN specific Voice Service - 2000 minutes per month

NBN specific Inbound Voice Service - 1100 minutes per month



Phone: 1300 786 192

Email: customerservice@trinitytelecom.com.au

Our Rights

- Where you are in breach of this Fair Use Policy for NBN Services, Trinity Telecom may contact you to discuss changing your usage so that it conforms to this Fair Use Policy.
- If after Trinity Telecom has contacted you, your excessive or unreasonable use of NBN specific Services continues, Trinity Telecom may, without further notice to you:
- Suspend or limit the NBN specific Service (or any feature of it) for any period we think is reasonably necessary; and/or
- Terminate your agreement in accordance with the NBN Customer Terms, and with the Terms and Conditions of the Standard Form of Agreement.

For more information on our Fair Use Policy - NBN Services, please Contact Us.

ACN: 31 155 359 541

Address: PO Box 6153, Point Cook, VIC 3030