

## Business Land Line FAQ

### 1. Are there any costs or charges involved?

Joining Trinity Telecom is free of charge - there are no company joining fees, depending on the plan you select there are contract options on some of our plans but these are not mandatory, and no minimum charges for service connected to the Business Saver and Business Cap Plans. Other plans may or may not have a minimum monthly commitment. With the Trinity Telecom Total Service option your service, value add products (line hunt, call waiting etc) and all calls are invoiced to your business by Trinity Telecom.

### 2. Will my business phone number change?

No - Your number does not change. Nothing changes except that you will receive a bill from Trinity Telecom for your National, International and Calls to Mobile Phones at greatly reduced prices. All other service, equipment, specialised call & product charges remain the same.

### 3. Does every business call I make go through the Trinity Telecom Network?

Yes, calls to 12, 13, 1300, 18, 19, 0500, 0900 numbers which are billed to you by Trinity Telecom at the same rates as every other provider.

### 4. How do I access your network?

Trinity Telecom will preselect your lines & or possibly reprogram your PABX system (if necessary) to allow all calls to be charged at Trinity Telecom's low rates.

### 5. Is there any disruption to my business or lines during the preselection process?

No, absolutely not. The process is completely seamless & is carried out using an automated transfer process between networks.

### 6. Can I transfer my 1300 & or 1800 numbers to Trinity Telecom for a saving?

Yes, Trinity Telecom can arrange to "port" your inbound & or freecall numbers from your current company as well as offer you better rates in the process.

### 7. Do you offer a long distance or International fax service?

You are able to send faxes by using the Trinity Telecom network, and will be charged the same as if you were making a voice call. Please be aware however, that you must use 0011 when dialling internationally as 0015 (fax stream) is a Telstra product and 0019 is an Optus product and is not compatible to the Trinity Telecom network.

### 8. I think I am contracted to my current provider, how do I know if I am?

Easily, it is very rare to see fixed wire lines under contract however if you are in doubt please contact your current landline supplier.

### 9. How long does it take to transfer to Trinity Telecom from my current provider?

In most instances 5-10 days. All phone companies have 30 days to release services so please bear this in mind.

### **10. What about my mobile phone?**

Yes, Trinity Telecom can bill your mobile on your normal phone account - call us on 1300 786 192 to find out more.

### **11. If I am experiencing a fault how do I report & resolve it?**

If there appears to be any type of fault on your line then you can contact our fault logging service on 1300 786 192. The fault will be reported & investigated. If it is a network fault, it will be cleared as soon as possible. If it is a line fault a technician will be arranged to attend within maximum 2 working days.

### **12. What will my bill look like?**

With Trinity Telecom, you have the option of receiving either a paper hard copy or an electronic soft copy of your bill on PDF. Beyond this, the "view your bill" option on this website (once set-up for you with a password), allows you to view & create itemised call data reports. We invite you to call us on 1300 786 192 for an explanation of this option.

## **Billing Questions**

### **13. How often will I receive a bill?**

Fully itemised bills will be issued to you monthly (approximately the 1<sup>st</sup> of every month).

### **14. How can I pay my bill?**

#### **Online**

Go to the "pay your bill" option on this website to enter your credit card details for immediate online payment.

#### **Direct Debit**

Call 1300 786 192 and register for Direct Debit to nominate your credit card. Payments will be taken out on the due date automatically.

#### **BPay**

Contact your participating Bank, Credit Union or Building Society, either by internet or telephone, to make this payment from your cheque, savings or credit card account. When prompted enter the biller code and your Customer Reference (on your bill)

### **BPAY biller code: 747 980**

National Australia Bank Tel:13 2665 Internet: <http://www.national.com.au/>  
Commonwealth Bank Tel:13 2221 Internet: <http://www.commbank.com.au/>  
Westpac Bank Tel:13 2032 Internet: <http://www.westpac.com.au/>  
St George Bank Tel:13 3030 Internet: <http://www.stgeorge.com.au/>  
ANZ Bank Tel:13 1314 Internet: <http://www.anz.com.au/>  
Suncorp Bank Tel:13 1155 Internet: <http://suncorp.com.au>



**Trinity Telecom Pty Ltd**  
PO Box 3388 South Brisbane Qld 4101  
T 1300 88 72 53 F 1300 79 71 57 [www.trinitytelecom.com.au](http://www.trinitytelecom.com.au)  
ABN 49 108 322 452

**Credit Card**

Call our customer service on 1300-786 192 between 8.30am and 5.30pm Monday to Friday to pay your bill using MasterCard, Visa, American Express and Diners. We will provide you with a receipt number for your records.

**Paying in Person**

Please present this payment slip at a Post Office where cash, cheque or credit card will be accepted using the barcode.

**Mail**

Detach the payment slip from the bottom of the bill and return it together with your cheque made out to Trinity Telecom.