

Residential FAQ'S

1. How do I switch to Trinity Telecom?

It's easy! It is simple just go to website at <http://www.trinitytelecom.com.au> and you can sign up online.

2. Why should I choose Trinity Telecom over all the other providers of telecommunications services?

Trinity Telecom's rates are extremely competitive and our commitment to customer service is unsurpassed. In fact, when you call us our experienced operators will answer your call, not an automated message system. With Trinity Telecom you will get your local, long distance, and mobile services presented to you on an easy to understand monthly bill.

3. Will my phone number stay the same?

Yes, there is no need to change your number, nor is there any need for a new phone or any other additional equipment. The only change will be a much cheaper phone bill.

4. Can I still use my message bank service?

Yes. This and any other service you have will remain active after switching to Trinity Telecom. Please note that we are unable to support the Telstra Home Message Bank 101

5. Who can I call if something goes wrong?

You can call our Customer Service hotline 8.00am – 8.00pm Monday to Friday and Saturday 8.00am to 6.00pm on 1300 786 192.

6. What does preselection mean?

All telephone calls start and finish on the existing Telstra network (unless you are an Optus local customer). This means that Telstra's exchanges have to be programmed to recognise that any long distance calls made from your phone number need to be sent via Trinity Telecom's network rather than by Telstra. This reprogramming is called pre-selection. Pre-selection is sometimes referred to as non-code access.

7. What is Trinity Telecom's line fault reporting process and what are the timeframes?

Trinity Telecom has the same line fault SLA's as Telstra. Depending on if Residential or Business depends on how quickly the customer will get a response to get the issue resolved. Have a look at our Service Level Guarantee on our Website.

8. What does GST apply to?

GST applies to all services excluding calls while made overseas. For example: National, International and Local Call charges, Mobile Access Fees, WAP, National, International and Local Mobile calls, Mobile Access Value Added services, e.g. Voicemail, Call Hold/Wait, Billing Administration and late payment fees.

9. Is there a joining fee if I want to use your long distance service?

There are no joining fees and no minimum spend requirements. You will be required to sign an application form that will give us the authority to "churn" your local and long distance service away from your current provider to people telecom. The only difference will be the amount you save.

10. What is a flagfall?

Just like taxis, telecommunications companies charge a flagfall to cover the cost of making the connection. If the call is not answered, no flagfall is charged.

11. How does pro-rata line rental charges work? Are there any other upfront charges for voice?

Trinity Telecom will bill line rental charges one month in advance and call charges in arrears. Example: Trinity Telecom customers have a billing month of 1st - 30th of the month.

If a customer joined Trinity Telecom Home on the 15th of the month then they would see charges as follows:

15th - 30th PRO-RATA charge to catch up to current billing month. ((Line rental charge / days in current month) multiply (number of days to bill)) 1st – 30th Full monthly line rental charge for next month in advance.

12. Can I see my bill on the Internet?

Yes, you will be able to view your billing information on the Internet. Trinity Telecom's bill view service allows you to view your Trinity Telecom bill online, just like the one you receive in the mail. If you wish you can also pay your bill online.

13. How often will I be billed?

You are billed monthly for your Trinity Telecom local and preselected fixed line service.

14. How will I know when my fixed lines have been preselected to Trinity Telecom?

Once your fixed line service has been pre-selected to Trinity Telecom you will receive notification by mail in the form of a Welcome letter. After you have registered your online application, you can find out when your service is ready by dialling 12711, and if the message says "Thankyou for using RSL Com for your Long Distance Calls", you are now a customer of Trinity Telecom.

15. How do I set up direct debit?

Just call us on 1300 786 192 and ask us to send you out a Trinity Telecom direct debit form. Complete this form, post it to us and we will do the rest.

16. How do I change my credit card details?

Contact customer service on 1300 786 192 and we can change your details right there over the phone.

17. How do I change the account holder on my account?

To change the account ownership, the new account holder will need to fill in a new application form giving Trinity Telecom permission to place the account in their name. Just call us on 1300 786 192 to send you out a form.

18. How can I give my permission for someone else to access my account?

If you would like any third party to be able to access your account, please call us on 1300 786 192 and we can set this up for you over the phone.

19. Why hasn't my payment been applied on my account?

If your payment was made after the due by date or within a couple of days of your current account being issued, it may not show on the account. You should check your payment on your next account or you can go to the view bill option on this site. Our online view bill solution allows you to view your Trinity Telecom bill, just like the one you receive in the mail, online.

20. Why does another carrier bill me for some calls?

You may have dialled another carrier's override code before making a call. The carrier whose override code you have used will bill you for that call.

21. Why have I received a payment reminder?

Your payment may have been received after the payment reminder letter was sent. If so you'll see your payment on your next account or you can go to view bill to check your bill online. If you receive another payment reminder, please call us on 1300 786 192 to confirm your payment was received by Trinity Telecom.

22. What is Trinity Telecom's ABN number?

Our ABN is 49 108 322 452.

23. What is Trinity Telecom's billing cycle?

In the first instance Trinity Telecom will be billing by calendar month.

24. Is there a cooling off period?

Yes, but only for customers that have been approached by the dealer sales team, i.e. door to door. The cooling off period ranges from 7 - 10 days depending on which state the customer is located.

25. Will Trinity Telecom full service offer the following and at what prices?

Call waiting, Caller ID, Message Service (including whilst online dialup).

Trinity Telecom offers the full range of Value Added services offered by Telstra Wholesale. These include Call waiting, Called ID, and Message Bank.

Prices:

Call waiting - FREE

Caller ID - \$6.00 per month

Message Service - \$6.00 per month

28. What is the charge for handset rental?

The monthly charge for handset rental on Trinity Telecom is \$3.00 per month for a standard T1000s handset. The monthly charge for handset rental on Trinity Telecom for calling number display is \$6.50 per month for a T1000c handset.

29. What is the charge for silent/private numbers?

The monthly charge per month is \$3.00

30. What is the process for removing handset rental?

i.e. Telstra ask their customer's to return their telephones to the post office or Telstra shop and obtain a reference number for removal from bill.

The customer must make an arrangement with Trinity Telecom as to where they will be returning their handset (e.g.: Post office) and Trinity Telecom will liaise with TESLTRA to have the Handset rental charge removed by TESLTRA.

31. Will Fax stream services be offered?

Yes Trinity Telecom can offer Fax stream services to customers.

32. Will Trinity Telecom charge for Message Services and what options will Trinity Telecom clients have?

Yes! Trinity Telecom will charge for its message Bank service. The monthly charge will be \$6.00 per month.

Please Note: Telstra Home messages 101 is FREE but this is an exclusive Telstra product and not available through Trinity Telecom

33. Does Trinity Telecom arrange new connections to customer's new residences? What is the process and how much does this cost the client?

Yes! Trinity Telecom can provide new connections to customer's residences at a cost of \$299.00. An additional \$159.50 will be charged for additional lines.

If an existing line is present then a setup fee of \$59.00 is payable. There is no charge if you are moving from one carrier to another.

34. Is the cost of dialling a 13 number the same as a local call on the Trinity Telecom plans?

No! Dialling 13 numbers are standard local calls and will be charged a flat fee of 25c.

35. 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.

36. How can I pay my bill?

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 Metway Bank Tel:13 1155 Internet: <http://www.suncorpmetway.com.au/>

Credit Card

Call our customer service on 1300 786 192 between 8.30am and 5.30pm Monday to Friday to pay your bill using Bankcard, 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.

Direct Debit

To register for Direct Debit to your credit card or bank account, please contact customer service on 1300786192 to arrange for this to be set up.

Direct Deposit

Trinity Telecom Pty Ltd

Commonwealth Bank BSB: 064 002 Account: 1019 5347

Please ensure you use your account number as the reference number so we can track your payment.