

Important Notice

CHANGES TO SERVICE AND EQUIPMENT DATES FOR JUNE BILL

Due to the changes of service & equipment (line rental) dates from our wholesaler, the June Trinity Telecom Bill (**next** month), will include Service and Equipment charges up until June 30th. This will bring these charges back to industry standard of one month in advance.

Trinity Telecom recognise that this change will affect some customer's bills and apologise for any inconvenience in advance, but unfortunately we have no choice but to pass on what our wholesaler is charging us.

NOTHING CHANGES ON THE CURRENT BILL. THIS IS ADVANCE INFORMATION ONLY.

Q & A

Why is there a change?

Our supplier of service and equipment is changing the dates for which it charges us. We have no choice but to charge our customers on the same basis. This is an industry wide change.

What exactly is changing?

Only the charges for service & equipment (line rental), plus any other 'feature' services (Message Bank, silent number, handset rental, line hunt) will change.

I'm on a Plan Fee and get service and equipment plus my calls included in my plan. What happens then?

There will be minimal changes for you, because your plan fee is already charged in advance. However, if you have other 'feature' services like Message Bank, there will be 2 months worth of these charges.

Am I being double charged?

No, this is simply realigning the charges passed on from our supplier. There will be two months of these charges on the June bill only.

What happens if I leave and I have paid line rental in advance?

There will be a credit from our supplier for these charges if you move to another provider. This credit will be passed on to you.

What about my call charges, what happens to them?

There is no change; these will continue to be charged in arrears.

What about my mobile or internet charges?

These are not affected in any way and will be charged as normal (the plan fees for Mobile and Internet are already in advance).

I'm on Direct Debit, what happens?

Your Direct Debit will now be transacted on the 18th of the month.

If you have any further questions please call our customer service team on **1300 786 192** from Monday to Friday 8am to 6pm EST, or email to customerservice@trinitytelecom.com.au. Thank you for your understanding as we transition through this change.