

# Critical Information Summary - Inmarsat Pre Paid 500

## Information About the Service

A pre-paid satellite service connected through TR Telecom gives you the flexibility to select the call package that will suit your usage levels no matter what your requirements. Advantages of TR Telecom Inmarsat pre-paid include:

- ✓ No lock in contracts
- ✓ No connection fees
- ✓ No monthly access fees
- ✓ Free calls to obtain your account balance

Units Purchased	Access period until Expiry	Cost
500	365 days	\$700

## Information About Pricing

Prepaid Card	Inmarsat 500 Units
Maximum charge for early termination/Total minimum contract cost	\$700 (500 units)
Two minute standard satellite call costs	\$3.65 (2.6 units)
Cost of standard SMS	\$0.70 (0.5 units)
Cost of 1 Megabyte (1 Mb) of data	\$15.40 (11 units)
Units purchased	500 (1.3 units = 1 min)
Access period until expiry	365 days
Billing increments	15 seconds
Satellite SMS	0.5 units

Additional Calls & Services	
Emergency Calls 000/112	FREE
Voicemail	FREE
- diversions to voicemail	FREE
- calls to voicemail retrieval	1.3 units per minute
- SMS notifications	FREE
<b>All pricing includes GST (prices shown in AUD)</b>	

## Other Information

### Checking the Balance of Your Account

Dial \*106# from your satellite phone to obtain your remaining minutes.

30 day extension vouchers can be purchased for \$40



### Customer Service Details

1. For further assistance you can contact us by calling our customer service centre on 1300 550 014, emailing us at [satellite@trtelecom.com.au](mailto:satellite@trtelecom.com.au), by sending a facsimile to 03 9896 3099, or you can write to us at TR Telecom, PO Box 1185, Blackburn North VIC 3130.
2. You can access our complaint handling procedure by calling our customer service centre on 1300 550 014, emailing us at [satellite@trtelecom.com.au](mailto:satellite@trtelecom.com.au), by sending a facsimile to 03 9896 3099, or you can write to us at TR Telecom, PO Box 1185, Blackburn North VIC 3130.

### Telecommunications Industry Ombudsman

If you are not satisfied with the resolution of your complaint by TR Telecom, you may wish to contact the Telecommunications Industry Ombudsman, an independent dispute resolution body, by:

- a. calling 1800 052 058; or
- b. emailing [tio@tio.com.au](mailto:tio@tio.com.au); or
- c. faxing to 1800 530 514; or
- d. by post to PO BOX 276, Collins Street West, VIC 8007.

This Critical Information Summary has been prepared by TR Telecom in accordance with the requirements of Chapter 4 of C628:2012 Telecommunications Consumer Protection Code.

### Activating and Recharging Your Account

To start a pre-paid Inmarsat Service through TR Telecom, simply supply a valid credit card and we will issue you with an Inmarsat service number and SIM card, activated with your selected units. Replenishing your account is easy also, just contact TR Telecom and purchase your desired recharge credit and we'll instantly apply the new credits to your account. Both activation and recharge credits are available in the same quantities at the same costs.

TR Telecom can also offer these Inmarsat prepaid credits as a voucher which allows the user the ability to manually add these credits to their number anywhere in the world via the handset. These vouchers have a 12 month shelf life and the units and duration are applied from the date the user applies these to their handset.

### Terms and Conditions

1. All pre-paid connections are activated using the customer's credit card as a method of payment.
2. All SIM cards are enabled for Global use.
3. All unused call credits are forfeited when the access period expires. Extensions to the access period may be purchased to prevent any loss of call credits.
4. The SIM and your phone number don't expire if not used for extended periods, only your credits have expiries once purchased and applied to the SIM.
5. PSTN, Mobile, and IsatPhone calls are charged at 100% of the quoted rate.
6. All prices include GST.
7. Airtime is charged in 15 second increments.
8. Prices are subject to change.
9. Assisted recharge only available between 8:30am and 5pm, Monday to Friday AEST.