



# Critical Information Summary - Iridium GO!™ Pre Paid 400

## 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 Iridium pre-paid include:

- ✓ No lock-in contracts
- ✓ No monthly access fees
- ✓ No connection fees
- ✓ 3 Free calls to TR Telecom’s Iridium customer service line
- ✓ 3 Free calls to obtain your account balance

Minutes Purchased	Access period until Expiry	Grace Period	Cost
400	6 months	270 days	\$875

## Information about Pricing

Prepaid Card	Iridium 400 Minute= 12,000 units
Maximum charge for early termination / Total minimum contract cost	\$875
Two minute standard satellite call costs: Iridium to landline or mobile	\$8.75
Cost of standard SMS	\$0.73
Cost of 1 minute, based on direct Go! data	30 units
Minutes purchased	400 equivalent to 12,000 units or 24,000 Iridium Go! data units.
Access period until expiry	6 months
Billing increments	20 seconds
Satellite SMS (per 160 characters SMS)	10 units
Iridium to Iridium calls (per minute)	30 units
Iridium to landline or mobile (per minute)	60 units

Additional Calls & Services	
TR Telecom 24/7 support (2652 from your satellite phone)	FREE
Emergency calls 000/112	FREE
Voicemail - diversions to voicemail - calls to voicemail retrieval - SMS notifications	FREE 30 units per minute FREE
Calls to non-Iridium satellite phones	540 units per minute
Grace period	270 Days
<b>All pricing includes GST (prices shown in AUD)</b>	

## Other Information

### Checking the Balance of Your Account (Free Call)

Dial or SMS 2888 from your satellite phone to obtain your remaining minutes.



## 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](mailto:satellite@trtelecom.com), 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](mailto:satellite@trtelecom.com), 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 Iridium Service through TR Telecom, simply supply a valid credit card and we will issue you with an Iridium service number and SIM card, activated with your selected minutes. 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.

Need a longer access period for your minutes or extra minutes within your existing access period? TR Telecom offers additional access months and extra minutes to help you keep any wastage at a minimum.

## Other Information

1. All pre-paid connections are activated using the customer's credit card as a method of payment.
2. Any combination of pre-paid minutes and months may be loaded to a SIM card, to a maximum of 24 month access period.
3. All SIM cards are enabled for Global use with an Iridium Go!
4. All call unused credits are forfeited when the access period expires. Extensions to the access period may be purchased to prevent any loss of call credits.
5. A grace period of 270 days applies to each service once the access period expires. This keeps the account active and recharges may be made during this period. After the 270 day grace period the Iridium service will be deactivated.
6. Prices are subject to change.
7. Recharge only available between 8:30am & 5pm, Monday to Friday AEST.
8. Iridium Service is available through TR Pty Ltd, an Authorised Service Partner of Iridium Satellite LLC.
9. Iridium is a registered trademark of Iridium Satellite LLC.