

# 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
- ✓ Free calls to TR Telecom's Iridium customer service line
- ✓ Free calls to obtain your account balance

| Minutes Purchased | Access period until Expiry | Grace Period | Cost  |
|-------------------|----------------------------|--------------|-------|
| 400               | 6 months                   | 270 days     | \$650 |

## Information about Pricing

| Prepaid Card   | Iridium 400 Minute |
|--|--------------------|
| Maximum charge for early termination / Total minimum contract cost | \$650              |
| Two minute standard satellite call costs                           | \$3.25             |
| Cost of standard SMS   | \$0.27             |
| Cost of 1 Megabyte (1 Mb) of data                                  | \$5.65 @ 2.4 Kbps  |
| Minutes purchased  | 400                |
| Access period until expiry   | 6 months           |
| Billing increments   | 20 seconds         |
| Satellite SMS  | 16.66% of a minute |
| Iridium to Iridium calls   | 50% of a minute    |

| Additional Calls & Services  |                                 |
|--|---------------------------------|
| TR Telecom 24/7 support<br>(2652 from your satellite phone)                                      | FREE                            |
| Emergency calls 000/112  | FREE                            |
| Voice mail<br>- diversions to voicemail<br>- calls to voicemail retrieval<br>- SMS notifications | FREE<br>50% of a minute<br>FREE |
| Calls to non-Iridium satellite phones  | 900% of a 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.
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 90 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 90 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.