

# Critical Information Summary - Seasonal Traveller - \$40 Per Month

## Information About the Service

TR Telecom provides the Seasonal Traveller satellite phone plan using the Iridium low earth orbit satellite network together with Iridium manufactured customer equipment. Customers can use the service to make and receive domestic and international voice calls, to send and receive message including text messages (SMS) and emails, and to access data services including browsing the internet.

<b>Minimum Term</b>	4 months
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## Information About Pricing

Minimum monthly charge	\$40 per month
Maximum charge for early termination/Total minimum contract cost	\$160 plus any accrued and unpaid usage charges. Early termination fee is the monthly access fee for the remainder of the contract period plus accrued and unpaid usage charges up to termination.
Two minute standard national satellite call including flag fall	\$4.00 before any discounts
Cost of standard SMS	\$0.50 before any discounts
Cost of 1 megabyte (1 Mb) of data	\$2.65 @ 27 Kbps / \$21.62 @ 2.4 Kbps*

\*2.4 Kbps incurs a higher cost due to requiring a lengthier connection with the satellite. Please check product data speed connections for more information.

## Other Information

### Customer Service Details

- 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.
- 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:

- calling 1800 052 058; or
- emailing [tio@tio.com.au](mailto:tio@tio.com.au); or
- faxing to 1800 530 514; or
- 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.