

Critical Information Summary - 04 Local Number Thuraya Plans

Information About the Service

TR Telecom provides many satellite phone plan options using the Thuraya geostationary earth orbit satellites paired with Thuraya manufactured equipment. Customers can use the service to make/receive domestic and international voice calls and to send/receive messages including text messages (SMS). Customers are advised to check the coverage for the region you are travelling.

Information about Pricing and Plans – Thuraya Satellite Phone

| Call plans with standard Australian (04) mobile numbers | Thuraya 15 | Thuraya 30 | Thuraya 55 |
|--|---------------|---------------|---------------|
| Minimum monthly charge | \$15.00 | \$30.00 | \$55.00 |
| Monthly calls – included value calls & texts | \$0 | \$20 | \$45 |
| Two minutes standard national satellite call (<i>before any discounts</i>) | \$2.00 | \$2.00 | \$1.60 |
| If you restricted your use solely to standard national mobile calls each of 2 minutes in duration, you could make this many calls: | 0 | 10 | 28 |
| Cost of Standard SMS (<i>before any discounts</i>) | .50c | .50c | .50c |
| Cost of 1 Megabyte (1Mb) of data | \$5.00 per Mb | \$5.00 per Mb | \$5.00 per Mb |
| Contract term (Months) | 12 | 12 | 12 |
| Total minimum cost for 12 months plan | \$180.00 | \$360.00 | \$660.00 |
| Month to month plan option (<i>available with a \$50.00 activation fee</i>) | Yes | Yes | Yes |

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.au, by sending a facsimile to 03 98 96 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.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.

Early Termination Charge

If you cancel your plan early, you will be required to pay out the remainder of your contract plus any excess call charges.

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 tioo@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.