



# CIS – Iridium Seasonal Traveller

## Service Description

This service is provided by TR Telecom as a division of TR Pty Ltd using the Iridium Low Earth Orbiting Satellite Network in conjunction with Iridium equipment and TR Telecom approved Satellite SIM cards. Customers will be able to make and receive domestic and international calls, send and receive text messages (SMS), and access data services.

Contract Period	Coverage Area	Number Option	Monthly Access Fee
6 Months	Regional Australia / New Zealand	Iridium 8816 Number	\$62.00

## Pricing Information

Seasonal Traveller Reg. AU/NZ 8816 Number Postpaid Plan	Pricing GST Inclusive
Minimum monthly charge.	\$62.00
Maximum monthly charge.	Not Calculable (Dependent on usage)
Account administration fee applied to waive contract period.	\$50.00
Minimum early termination charge. ( 1 month + administration fee)	\$112.00
Maximum early termination charge.	\$372.00 (Plus usage charges)
Monthly Included Value call allowance.	Not Applicable
Number of standard calls available in Monthly Included Value.	Not Applicable
Standard call rates per minute. (20 second billing increment charged)	\$1.90
Flag-fall (call connection charge)	\$0.40
Two minute standard satellite call cost prior to discount including flag-fall.	\$4.20
Cost of standard SMS. (maximum 160 character message)	\$0.50
Satellite data per minute. (30 second billing increment charged)	\$3.00
Cost of downloading 1MB of data. (based on 2.4 Kb per second transfer speed)	\$21.33
Calls to non-Iridium satellite phones per minute.	\$18.00

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 Billed at standard call rates. FREE
Replacement SIM card.	\$55.00
Suspension of network access delaying monthly charge.	Not Applicable



## Additional Information

### Mandatory Equipment

You will need a compatible Iridium handset to use this service within the Iridium Satellite Network coverage area. You may bring your own or purchase an Iridium satellite handset from TR Telecom.

### Monthly Included Value

The Monthly Included Value can be used to make standard calls and send standard SMS only. Data Services are not part of the Monthly Included Value.

### Usage Management

Please contact TR Telecom Customer Service on 1300 550 014 or via email [satellite@trtelecom.com.au](mailto:satellite@trtelecom.com.au) to request a report containing call and data usage.

TR Telecom does not limit the amount of data the customer can access. The billing of data use via satellite service networks is based on the time connected to the satellite service network, not the quantity of data transferred. Assistance with estimating the connection time required to access data service can be accessed at [www.trtelecom.com.au/estimating-data-usage](http://www.trtelecom.com.au/estimating-data-usage) or contact TR Telecom Customer Service.

### Plan Changes

Plan changes are not allowed during the contract term. Plan changes are allowed at the end of the contract term at no charge.

### Rate Changes

TR Telecom reserves the right to periodically review Access Fees and Call Rates in order to make adjustments deemed necessary due to market forces.

### Billing

The TR Telecom Billing cycle is generated on a calendar monthly basis calculated on the 25<sup>th</sup> of each month. Direct Debits are processed on the 15<sup>th</sup> of each month. The Billing and Direct Debit processing will be run the next business day should the run date be a Saturday, Sunday, or Public Holiday. Monthly Access Fees are charged in advance. All other charges are accomplished in arrears.

### Warning Advice

Please be aware there are countries that prohibit the use of satellite communication equipment. International Roaming and placing calls to international numbers can be expensive. Should you have concerns regarding International Roaming and call costs please contact TR Telecom Customer Service.

### Customer Service Details

1. For further assistance you can contact us by calling TR Telecom Customer Service 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 TR Telecom Customer Service 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
- c. 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 C628:2019 Telecommunications Consumer Protection Code.

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