



CIS – Thuraya 20

Service Description

This service is provided by TR Telecom as a division of TR Pty Ltd using the Thuraya Geostationary Satellite Network in conjunction with Inmarsat 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
12 Months	Regional Australia / New Zealand	Thuraya 04	\$20.00

Pricing Information

Thuraya 20 Postpaid Plan	Pricing GST inclusive AU\$
Minimum monthly charge.	\$20.00
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)	\$70.00
Maximum early termination charge.	\$240.00 (Plus usage charges)
Monthly Included Value call allowance.	N/A
Number of standard 2-minute calls available in Monthly Included Value.	N/A
Standard call rates per minute. (20 second billing increment charged)	\$0.99
Flag-fall (call connection charge)	\$0.40
Two-minute standard satellite call cost including flag-fall.	\$2.48
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 - Thuraya satellite phones minute.	\$7.67

Additional Calls & Services	
TR Telecom 24/7 Support	FREE
Emergency Calls 000/112	FREE
Suspension of network access delaying monthly charge.	Not Applicable
Replacement SIM card.	\$55.00
Voice mail - diversions to voicemail - calls to voicemail retrieval - SMS notifications	FREE Billed at standard call rates. FREE



Additional Information

Mandatory Equipment

You will need a compatible Inmarsat handset to use this service within the Thuraya Satellite Network coverage area. You may bring your own or purchase an Inmarsat 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 to request a .csv file 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 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 to make adjustments deemed necessary due to market forces.

Billing

The TR Telecom Billing cycle is generated on a monthly basis calculated on the 25th of each month. Direct Debits are processed on the 15th 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, 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, 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; 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 C628:2019 Telecommunications Consumer Protection Code.
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