

## Critical Information Summary: Business ADSL2 -Professional

### Information About The Service

Business ADSL2- Professional is a fixed line broadband service.

### Bundling Requirements

We do not require that you bundle this service with any other service.

### Minimum Term

Minimum commitment term is 12 months. However you can move to another TGEN ADSL plan within this term without penalty.

### What's Included and Excluded?

Your ADSL service includes:

- **Static IP Address**

Your monthly Broadband Allowance

### Availability and Qualification

TGEN ADSL2 is provided via Telstra ADSL 2 DSLAM network. To qualify you must have a fixed line service connected to the Telstra network and Telstra Dslam equipment available in your area. Not available to all customers in all areas. Business Broadband will deliver speeds of up to 20Mbps at selected exchanges where ADSL2+ is available and up to 8Mbps/384kbps in all remaining ADSL enabled exchanges. DSL Speeds are theoretical maximum speeds based on Telstra tests. Actual speeds may be less due to a number of factors including network configuration, line quality & length, exchange type, customer premises, interference, traffic, hardware and software

### Information About Pricing

#### Minimum monthly charge

Your minimum monthly charge is \$89.95.

#### Total minimum cost

Total minimum amount you'll pay over the 12 month committed term is \$1, 079.40 (\$89.95 per month x 12 months)

#### Maximum monthly charge

Your maximum monthly charge is equal to the minimum monthly charges for this plan, unless you purchase additional data during the month.

#### Monthly data usage allowance

Your usage allowance is 100GB per monthly billing cycle. Once the allocated allowance of 100GB peak has been reached, any additional data will be charged at \$5.50 per GB.

Additionally you can request that we shape your plan to avoid excess Data charges.

#### What it costs for some basic usage

| Usage  | Cost     |
|--|----------|
| Using one megabyte of Data within your usage allowance           | \$0.0009 |
| Using one megabyte of Data once your allowance has been reached. | \$0.0055 |

#### Additional Charges

| Description                      | Cost |
|----------------------------------|------|
| ADSL Churn from another provider | \$44 |
| New ADSL Connection              | Free |

#### Early termination fee (ETF)

If you cancel your TGEN plan before your minimum committed term has ended, you must pay us an early termination fee (ETF), The ETF is \$110 or the remaining monthly payments (or part Thereof) of the minimum term of 12 months. Your maximum ETF is \$110.

#### Billing

Your service is invoiced on the same date each month (e.g. 15<sup>th</sup> of every month). We bill you in advance for the minimum monthly charge and in arrears for any excess Data not included in the minimum monthly charge. Your first invoice will be higher than \$89.95 because it will include a partial Monthly Fee billed in arrears (for the period between your service activation and your first invoice) plus the Plan Fee for the following month billed in advance.

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### Other Information

#### Call and Data Usage Information

TGEN customers can obtain information:

- On TGEN usage pricing at [www.tgen.com.au](http://www.tgen.com.au)
- On their TGEN data usage and billing at [portal.tgen.com.au](http://portal.tgen.com.au)

#### Customer Service Contact Details

You can contact TGEN Customer Service by calling **1300 889 887**: or by emailing [customerservice@tgen.com.au](mailto:customerservice@tgen.com.au)

#### Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, a complaint should be made in writing and lodged via the feedback contact page on our website at [www.tgen.com.au/contactus](http://www.tgen.com.au/contactus) or by emailing [customerservice@tgen.com.au](mailto:customerservice@tgen.com.au). Our complaint handling policy can be downloaded at <http://tgen.com.au/support/policies>

#### Telecommunications Industry

##### Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling **1800 062 058** or visiting the TIO website at [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint).