

Critical Information Summary: Business Line ISDN2

Information About The Service

Business Line ISDN2 provides an ISDN (Integrated Services Network) voice and data service. Each ISDN2 supports 2 voice calls.

Bundling Requirements

Business Line ISDN2 is for the Fixed Line Service only. A bolt on Call Rate Plan must be selected. There are no bundling eligibility requirements for this plan

Minimum Term

There is no minimum term with this service if churning an existing service to us. For any new connections, minimum term is 3 months from installation.

Availability and Qualification

You can choose Business Line ISDN2 if you have an ABN or ACN, are billed directly by us for access and local calls, and pre-select us for national long distance, international calls and calls to mobiles. You can get an ISDN Basic Rate service if your local exchange has the technical capacity to provide the service and your premises are not so far from the exchange that transmission losses are above levels we consider acceptable. There also needs to be enough local cable available.

What's Included and Excluded?

Your monthly access fee provides access to the service, but excludes all calls. Additional charges apply for all other call types.

Equipment

TGEN does not offer equipment as part of this plan.

Information About Pricing

Minimum monthly charge

Your minimum monthly charge is \$73.48 per ISDN2 – you pay an additional amount for the calls you make each month. Call rates are dependent on which Bolt On Call Plan is selected with this service. Refer to CIS for Call Plans- Flex1, Flex2, Flex3, Corporate, and Enterprise.

Early Termination Charge (ETC)

For Churned Services there is no ETC. Service can be cancelled at any time, pro rata charges for monthly usage.

For New Connections, minimum term of 3 months applies, if you cancel within this period the ETC will be \$73.48 x remaining months or part thereof.

Call Charges

Call rates are dependent on which Bolt On Call Plan is selected with this service. Refer to CIS for Call Plans- Flex1, Flex2, Flex3, Corporate, and Enterprise. <http://tgen.com.au/support/critical-information-summaries>

Additional Charges

Service connection charges

There isn't a charge to transfer an existing service; however a connection charge may apply to connect a new phone service.

Description	Cost
ISDN2 New Connection	\$439.04
Additional ISDN2 Connection on same order	\$372.07

Value Added Services and Optional Features

Description	Cost per Month
Line Hunt Group Directory Number	\$ 4.07
Line Hunt per service	\$ 4.07
Call Control	\$ 4.07
Calling Number Display per service	\$ 8.12
Malicious Call Trace	\$ 6.77
Advice of Charge	\$13.53
Extension Level Billing	\$14.89
100 Number Indial	\$55.35
Enquiry Conference	\$ 4.07

Billing

Your service is invoiced on the same date each month (e.g. 15th of every month). We bill you in advance for the minimum monthly charge and in arrears for calls not included in the minimum monthly charge. Your first invoice will be higher than \$73.48 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
- On their TGEN usage and billing at 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

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 or by emailing 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.