

Critical Information Summary: Business Line PSTN

Information About The Service

Business Line PSTN provides a PSTN (Public Switched Telephone Network) voice service.

Bundling Requirements

Business Line PSTN is for the Fixed Line Service only. A bolt on Call Rate Plan must be selected.

Minimum Term

There is no minimum term with this service

Availability

You can choose Business Line PSTN 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.

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.

Information About Pricing

Minimum monthly charge

Your minimum monthly charge is \$41.95 – 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)

There is no ETC. Service can be cancelled at any time, pro rata charges for monthly usage.

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://www.tgen.com.au/products/landlines/business-call-rates>

<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
Telephone Line without a technician visit	\$65.98
Telephone Line with a technician visit (no cabling required)	\$153.76
New telephone line with a technician visit (cabling required)	\$367.76

Value Added Services and Optional Features

Description	Cost per Month
Line Hunt	\$ 4.35
Call Control	\$ 4.07
Calling Number Display	\$ 7.38
Fax Duet	\$ 7.38
Multi number	\$ 7.38

CONNECTION TIMEFRAMES

Once we've accepted your application, we'll try to connect your business phone service on the date you ask for, but this might not always be possible. If there has been a previous working business phone service at your property and we can reconnect it without having to visit your property, the local telephone exchange or anywhere in between, then we aim to connect the service within two working days of your request. If this isn't possible, then we aim to connect your service within five to 15 working days, depending on your location.

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 \$41.95 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
- On their TGEN data 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.