

Critical Information Summary: Multiline

Information About The Service

Multiline is a Primary Rate ISDN fixed line service

Your plan is for a post-paid ISDN landline service on Optus network. It gives you access to our network, a block of phone numbers, and lets you make and receive calls from your landline to other landlines and mobile phones

Bundling Requirements

There are no bundling requirements for this service.

Minimum Term

The minimum term of the plan is **12 months**.

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.

Availability

Multiline services are only available in selected exchanges. In order to activate the service, all addresses must be qualified for service access which means that a presales qualification will be carried out before the order is processed.

You can choose Multiline 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.

Information About Pricing

Minimum monthly charge

The monthly charge depends on the number of channels per service and is only available in an onnet area.

Monthly Access (Per channel) is **\$16**. Multiline is only available in certain areas.

A connection fee of **\$100** per channel will apply for a 12 month contract and FREE for 24 month contract.

Early Termination Charge (ETC)

There is an early termination fee (ETF). If you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an early termination fee comprised of your total monthly access fee multiplied by the number of months remaining in your contract.

Call Charges

These are the main charges for your calls:

Description	Rate
Calls to Local numbers	4.4¢ per min
Calls to National numbers	6¢ per min
Calls to mobile same network (Optus to Optus)	18¢ per min
Calls to mobile other network (Optus to Other)	20¢ per min
Calls to 1300 Numbers	0¢ per min, flagfall of 33¢ applies.

Different rates apply to call international numbers. Calls are charged per minute block. For all international call rates, see www.tgen.com.au

Additional Charges

Service connection charges

A connection fee of **\$100** per channel will apply for a 12 month contract and FREE for 24 month contract.

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.