

## Critical Information Summary: UNLIMITED SIP Trunks

### Information About The Service

TGEN Sip Trunks is a Voice Over Internet Protocol service.

Your plan is for a post-paid SIP Trunk Service. It gives you access to our network, a phone number, and lets you make and receive calls from your SIP trunks to other landlines and mobile phones. In order to access the Service, you will need a dedicated fixed line broadband Internet connection, such as ADSL 2+.

You will also need an IP enabled PBX and may need extra hardware depending on your requirements e.g. phones, a router, switches. We recommend that the service be accessed with hardware supplied or approved by us, using a broadband ADSL2+ or SHDSL service supplied by us to our specifications.

### Bundling Requirements

No bundling requirements for this service.

### Minimum Term

24 Months

### Availability

You can choose SIP Trunks if you have an ABN or ACN, and are a business customer. SIP Trunks requires an active internet connection. Although not compulsory, TGEN recommends using a TGEN ADSL or SHDSL connection, dedicated for voice.

### Equipment

Although not compulsory, TGEN offers equipment in conjunction with this plan. To make calls you will need IP Telephone Handsets to connect to the Ethernet port of your ADSL2+ modem router, or an alternative Gateway device.

### What's Included and Excluded?

The following calls are included in your plan for no additional charge;

- Inter-Office calls (SIP Calls between SIP numbers on the same customer account and IP Telephony Network).

Additional charges apply for all other call types.

### Information About Pricing

#### Minimum monthly charge

Your minimum monthly charge is \$138.00 – This is for 2 SIP Trunks and Two Direct numbers and unlimited calls. Fair Use policy applies.

### Included Calls

Calls between SIP trunks on the same account are included in the monthly charge.

### Early Termination Charge (ETC)

Remaining months multiplied by min monthly charge, pro rata charges for monthly usage.

### Call Charges

| Description                 | Cost   |
|-----------------------------|--|
| Local Calls                 | 0c per call  |
| National Calls              | 0 c per call   |
| Calls to Australian Mobiles | 0c per minute  |
| Calls to 13 Numbers         | 0c per call  |
| International Calls         | View rates at <a href="http://tgen.com.au">tgen.com.au</a> |

### What it costs for some basic usage

| Usage   | Cost |
|---|------|
| Making a 2 minute standard national mobile call | 0c   |

### Additional Charges

#### Services

| Description                   | Cost    |
|-------------------------------|---------|
| Additional Sip Trunk Channels | \$69.00 |
| Additional DID Numbers        | \$0.50  |

### Service connection charges

| Description  | Cost           |
|--|----------------|
| Setup fee  | \$55.00        |
| Porting Fee, if moving an existing fixed line number to SIP Trunks | \$110.00       |
| On site installation if required.                                  | \$154 per hour |

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### Equipment

| Description  | Cost     |
|--------------|----------|
| Draytek 2710 | \$378.00 |
| OBI ATA110   | \$96.80  |

### 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 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.

### Other Information

TGEN's SIP Trunks Service is a Voice over Internet Protocol (VoIP) service and requires a suitable terrestrial broadband Internet connection. The service including '000' dialling, will not function in the event of a power failure or disruption or an Internet outage. If there is an interruption to the power supply, the service, including '000' dialling will not function until power is restored. Digital Phone Service is not suitable if you are a customer with a serious illness or life threatening condition, if you require disability services, if you have a back-to-base home alarm system or if you require an uninterrupted phone line.

### 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).