

## Critical Information Summary: eLine Private WAN

### Information About The Service

eLine Private WAN is a Broadband Internet Service.

### Bundling Requirements

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

### Minimum Term

Minimum commitment term is 24 months.

### Availability and Qualification

eLine is not available everywhere. Availability depends on a number of factors including whether the necessary equipment is available at the relevant exchange, the length of the cable to the nearest exchange and the quality of the existing copper pairs that the service runs over.

You need available copper lines in order to get eLine, but the line must not be active and in use as a PSTN telephone service. In some cases you may not have enough copper lines at your location for the service to work.

### What's Included and Excluded

Your eLine Private WAN service includes:

- Static IP Address

You receive an **Unlimited Data** Allowance each month. There are no peak or off peak restrictions on your use and no excess usage charges.

You may change your plan once per month. There is no charge to upgrade your access speed (i.e. 2Mbps to 4Mbps) however there is a charge to downgrade your access speed (i.e. 4Mbps to 2Mbps) of **\$357.50**.

### Ethernet Speeds

- Actual speeds you will receive will vary due to a number of factors such as your distance from the exchange, the network connecting the exchange, your equipment, software and internet traffic.
- Download speeds on devices connected via a Wi-Fi modem or network extender may be slower than on devices connected by a fixed Ethernet cable.

### Equipment

You may use your own router provided it is compatible with our service, however this means that you will be responsible for the configuration and management of the router. Ask us for information on approved routers. Alternatively you may purchase your router from us. If you do purchase a router from us we will support, monitor and manage the router on your behalf. We recommend Cisco 881 routers which are **\$660** each.

### Information About Pricing

#### Minimum monthly charge

The monthly charge depends on the zone your service is located in, which is determined by Telstra. It also depends on the access speed you choose:

Access Speed	Zone 1	Zone 2	Zone 3
2Mbps	\$459	\$499	\$539
4Mbps	\$529	\$549	\$599
10Mbps	\$649	\$839	\$899
20Mbps	\$959	\$1,199	\$1,299
50Mbps	\$1,399	\$2,299	\$2,699
70Mbps	\$1,599	\$2,999	\$3,299
100Mbps	\$1,799	\$3,499	\$4,399

#### Total minimum cost

The total minimum amount that you will pay for the length of your 24 month contract depends on the plan that you choose:

Access Speed	Zone 1	Zone 2	Zone 3
2Mbps	\$11,016	\$11,976	\$12,936
4Mbps	\$12,696	\$13,176	\$14,376
10Mbps	\$15,576	\$20,136	\$21,576
20Mbps	\$23,016	\$28,776	\$31,176
50Mbps	\$33,576	\$55,176	\$64,776
70Mbps	\$38,376	\$71,976	\$79,176
100Mbps	\$43,176	\$83,976	\$105,576

#### 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.

#### Connection Charge

The connection fee is **\$899** for all speeds and is a one off payment. This is for a connection scheduled during business hours. Should you require a connection outside standard business hours, we will provide a quote.

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### Early Termination Charge (ETC)

If you choose to cancel your service or it is disconnected for any reason within the 24 month contract term you will be charged an early termination fee (ETF) comprised of your minimum monthly commitment, multiplied by the months remaining in your contract. You must provide 30 days' notice to us to disconnect a service.

If one of our suppliers raises its prices in the future, this may result in the cost of your service increasing.

### 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 \$79.95 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.

## 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).