

Critical Information Summary: Inbound 1800 Starter

Information About The Service

Inbound 1800 Starter is a call rate plan for Inbound 1800 services.

Bundling Requirements

There are no bundling requirements.

Minimum Term

There is a 12 month minimum term with this service.

Availability and Qualification

You can choose Inbound 1800 Starter if you have an ABN or ACN.

What's Included and Excluded?

Your monthly access fee includes:

- **Rental of the Inbound Service**
- **There is no call inclusion with this service**

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

Minimum monthly charge for this service is \$5.00 plus call usage. You pay an additional amount for the calls you receive each month which are not included in the minimum monthly charge.

Call Inclusions

There are no call inclusions on this service.

Early Termination Charge (ETC)

Service has a minimum term of 12 months, ETC's are calculated at number of months remaining x \$5.00 per month. You can also move to another TGEN Call Rate Plan without penalty.

Call Charges

Description	Rate
Local Calls to Fixed answer point	12c per minute
National Calls to Fixed answer point	16c per minute
Mobile calls to Fixed answer point	23c per minute
National calls to Mobile answer point	43c per minute
Mobile calls to mobile answer point	40c per minute

What it costs for some basic usage

Usage	Cost
Receiving a 2 minute standard national mobile call, answer point is fixed line	46c
Receiving a 2 minute standard national mobile call, answer point is a mobile	80c

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.

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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.