

## Critical Information Summary: myFax

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### Information About The Service

myFax is a Fax to Email service.

#### Bundling Requirements

No bundling requirements for this service.

#### Minimum Term

There is no minimum term with this service.

#### Availability

You can choose myFax if you have an ABN or ACN, and are a business customer.

#### Equipment

No Equipment is required.

### Information About Pricing

#### Minimum monthly charge

Your minimum monthly charge is \$16.45 – This is for myFax user \$15.95 and one Direct number \$0.50.

#### Early Termination Charge (ETC)

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

#### Call Charges

There are no call charges

### Additional Charges

#### Service connection charges

Description	Cost
Setup fee	\$55.00
Porting Fee, if moving an existing fixed line number to MyFAX	\$110.00

#### 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

#### 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).