

Critical Information Summary: myVoiceBox

Information About The Service

myVoiceBox is a Voice Over Internet Protocol service.

Your plan is for a post-paid Residential VoIP service. It gives you access to our network, a phone number, and lets you make and receive calls from your VoIP service 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+.

Bundling Requirements

No bundling requirements for this service.

Minimum Term

There is no minimum term with this service.

What's Included and Excluded?

The following calls are included at **no additional charge**:

- **Calls to others on the same IP Telephony network**

Additional charges apply for all other call types.

Availability

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

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.

Information About Pricing

Minimum monthly charge

Your minimum monthly charge is \$10.50 – This is for MyVOICEBOX user \$10.00 and one Direct number. You pay an additional amount for the calls you make each month which are not included in the minimum monthly charge.

Included Calls

Calls between myVoiceBox users on the same account are included in the monthly charge.

Early Termination Charge (ETC)

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

Call Charges

Description	Cost
Local Calls	11c per call
National Calls	11 c per call
Calls to Australian Mobiles	22c per minute
Calls to 13 Numbers	33c per call
International Calls	View rates at tgen.com.au

What it costs for some basic usage

Usage	Cost
Making a 2 minute standard national mobile call	44c

Additional Charges

Service connection charges

Description	Cost
Setup fee	\$55.00
Porting Fee, if moving an existing fixed line number to myVoiceBox	\$59.00
On site installation and training	\$140.00 per hour

Value Added Services and Optional Features

Description	Cost per Month
Fax to email Licenses	\$ 7.00
Web Assistant	\$ 6.00
DID Numbers- per number	\$ 0.50

Equipment

Description	Cost per Month
Cisco SPA504 Handsets	\$198.00
Cisco SPA525G Handsets	\$440.00
Power Pack for Cisco Handsets	\$16.50

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Cisco SRP527 Router	\$286.00
OBI ATA110	\$96.80

by emailing customerservice@tgen.com.au. Our complaint handling policy can be downloaded at <http://tgen.com.au/support/policies>

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.

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.

Other Information

TGEN's myVoiceBox Service is a Video and 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
- 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