

Critical Information Summary: Business Unlimited 50ADSL Call Rate

Information About The Service

Business Unlimited is a call rate plan for PSTN Fixed Line services only.

Bundling Requirements

Business Unlimited is for the Call rates and PSTN Business Fixed Line service. Bundling ADSL2+ 50 Gig allowance Internet service is required for this service.

<http://www.tgen.com.au/products/landlines/business-ines>

<http://tgen.com.au/support/critical-information-summaries>

Minimum Term

24 Months

Availability and Qualification

You can choose Business Unlimited if you have an ABN or ACN, are billed directly by us for access and local calls, and pre-select us for national long distance, international calls and calls to mobiles.

TGEN ADSL2 is provided via Telstra ADSL 2 DSLAM network. To qualify you must have a fixed line service connected to the Telstra network and Telstra Dslam equipment available in your area. Not available to all customers in all areas. Business Broadband will deliver speeds of up to 20Mbps at selected exchanges where ADSL2+ is available and up to 8Mbps/384kbps in all remaining ADSL enabled exchanges. DSL Speeds are theoretical maximum speeds based on Telstra tests. Actual speeds may be less due to a number of factors including network configuration, line quality & length, exchange type, customer premises, interference, traffic, hardware and software

Minimum spend commitment over 24 months, \$3600.00

Equipment

TGEN does not offer equipment as part of this plan.

What's Included and Excluded?

Your ADSL service includes:

- **Static IP Address**

Your monthly Broadband Allowance

Monthly data usage allowance

Your usage allowance is 50GB per monthly billing cycle. Once the allocated allowance of 50GB peak has been reached, any additional data will be charged at \$5.50 per GB.

Additionally you can request that we shape your plan to avoid excess Data charges.

What it costs for some basic usage

Usage	Cost
Using one megabyte of Data within your usage allowance	\$0.0016
Using one megabyte of Data once your allowance has been reached.	\$0.0055

Additional Charges

Description	Cost
ADSL Churn from another provider	\$44
New ADSL Connection	Free

Information About Pricing

Minimum monthly charge

You pay for the 13 calls you make each month. If you make no calls, your call charges will be \$150.00

Early Termination Charge (ETC)

Remaining months of 24 month agreement multiplied by \$150.00

Call Charges

Description	Rate	Call Connection Fee
Local Calls	0c per call	0
National Calls	0c per minute	0
Calls to Australian Mobiles	0c per minute	0
Calls to 13/1300	41.8c per call	0
International	View rates at www.tgen.com.au	

What it costs or some basic usage

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

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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.

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.