

# Critical Information Summary: IP Line Business Broadband Internet



## Information About The Service

IP Line Business Broadband Internet .....

### Bundling Requirements

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

### Minimum Term

Minimum commitment term is 36 months.  
Cancellation of order prior to deliver will incur \$1099 charge

### Availability and Qualification

IP Line 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 IP Line, 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 SHDSL service includes:

- 2 x Static IP Address
- 8/8 Mbps for data
- 2/2 Mbps for Voice

You receive an **Unlimited Data Allowance** each month. There are no peak or off peak restriction 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 Cyberoam or DrayTek routers.

## 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 & 2
10Mbps	\$548.90 Special
20Mbps	\$658.90 Special

### Total minimum cost

The total minimum amount that you will pay for the length of your 36 month contract depends on the plan that you choose:

Access Speed	Zone 1 & 2
10Mbps	\$19 760.40
20Mbps	\$23 720.40

### 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.

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## Connection Charge

There is no connection fee for this service for 36 month agreement. This is for connections scheduled during business hours. Should you require connection outside standard business hours, we will provide a quote..

## Early Termination Charge (ETC)

If you choose to cancel your service or it is disconnected for any reason within the 36 month contract term you will be charged an early termination charge (ETC) 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.

## 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 \$548.90 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 usage pricing at [www.phonesystemsbrisbane.net.au](http://www.phonesystemsbrisbane.net.au)
- On their data usage and billing at [www.phonesystemsbrisbane.net.au](http://www.phonesystemsbrisbane.net.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.phonesystemsbrisbane.net.au/contactus](http://www.phonesystemsbrisbane.net.au/contactus) or  
by emailing

[customerservice@phonesystemsbrisbane.net.au](mailto:customerservice@phonesystemsbrisbane.net.au)

Our complaint handling policy can be downloaded at <http://phonesystemsbrisbane.net.au/terms-and-conditions/>

## 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).