



# Critical Information Summary: Business Flex 3 Call Rate

## Information About The Service

Business Flex 3 is a call rate plan for Fixed Line services.

### Bundling Requirements

Business Flex 3 is for the Call rates only. It is bolted on to any TGEN Business Fixed Line service. For fixed line service charges see:

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

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

### Minimum Term

There is no minimum term with this service.

### Availability and Qualification

You can choose Business Flex 3 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.

While there is no Minimum spend commitment, this plan is usually offered to customers with 8-10 fixed line services.

### Equipment

TGEN does not offer equipment as part of this plan.

## Information About Pricing

### Minimum monthly charge

You pay for the calls you make each month. If you make no calls, your call charges will be \$0.00

### Early Termination Charge (ETC)

There is no ETC. Service can be cancelled at any time. You can also move to another TGEN Call Rate Plan without penalty.

## Call Charges

Description	Rate	Call Connection Fee
Local Calls	16c per call	0
National Calls	16c per minute	0
Calls to Australian Mobiles	27c per minute	0
Calls to 13/1300	35c per call	0
International	View rates at <a href="http://www.tgen.com.au">www.tgen.com.au</a>	

## What it costs or some basic usage

Usage	Cost
Making a 2 minute standard national mobile call	<b>54c</b>

## 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.



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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](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).