



Promotions

2 months free - the Client, who will pay for 10 months at one time will receive 2 months of free Internet (there's no possibility of changing tariff plan during the year). If you pay for 5,5 months at one time the Internet will work for 6 months (there's no possibility of changing tariff plan for 6 months).

The loyalty package 30% - the offer is directed to the Clients, who have Contracts for an indefinite term (or the period of full 12 accounting months have passed in the case of a year contract). A Client, who signs an Annex to the Contract obligating to use our services for the next 12 months (without the possibility of suspending and terminating the service) will receive 30% increase of the Internet speed in the current tariff plan. During the promotion it possible to change the tariff plan.

<http://promocje.generacja.pl>

Contact

CLIENT SERVICE OFFICE

52a Raclawicka St.
53-146 Wrocław

CSO office hours:

Monday	10:00-18:00
Tuesday	8:00-20:00
Wednesday	8:00-20:00
Thursday	8:00-20:00
Friday	10:00-18:00
Saturday	10:00-18:00
Sunday	Closed

CSO contact:

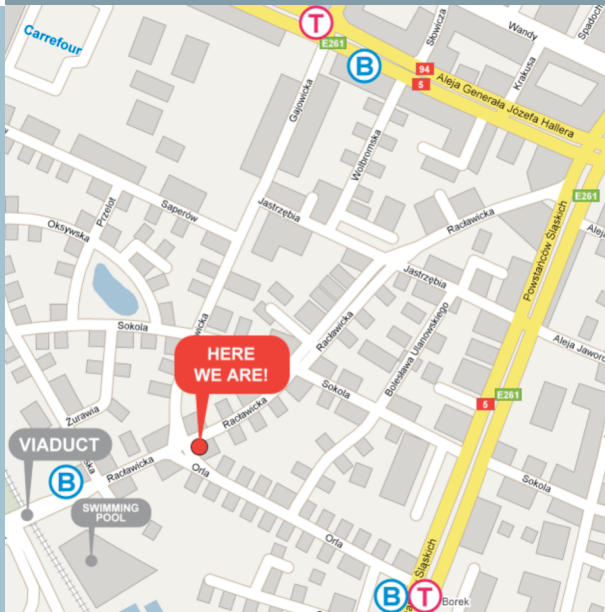
biuro@generacja.pl
- general information contact, complaints, information

szk@generacja.pl
- Account Management System questions contact

phone (71) 78 56 000
- available during office hours

phone 0 504 565 986 (sms only)
- interventive number, available during nonbusiness hours

All correspondence should be sent to the CSO address.



TRAVEL MAP



Buses

126,133 (Raclawicka)
127,136,144 (Gajowicka)
D (Powstańców Śląskich/Orla)



Trams

2,6,7,17 (Powstańców Śląskich/Orla)
14,20,24 (Haller/Gajowicka)

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USER'S GUIDE



Finance

1. How can I pay for the Internet?

The payment for the Internet access service should be done via bank transfer to the individual bank account number.

2. Where can I find the bank account number?

The bank account number can be found on the VAT invoice, available among others through the Account Management System.

3. How can I get the VAT invoice in order to settle the taxes?

You can collect the VAT invoices in the Client Service Office in person or print them out from the Account Management System.

4. When should I pay the subscription fee?

The payment term chosen by the Client is on the Order and on each invoice. Available payment terms are up to the 3rd, 13th or 23rd day of calendar month.

5. How do you count my accounting period?

Our network has three possible accounting periods. A period counted from the 1st to the last day of the calendar month with the payment term to 3rd day of month for the current month, a period counted from the 11th day of the calendar month to the 10th day of the next calendar month with the payment to the 13th day of month for the current month, a period counted from the 21st day of the calendar month to the 20th day of the next calendar month with the payment term to the 23rd day of month for the current month.

6. I would like to change the payment term and the accounting period.

How can I do that?

In order to change the accounting period you should send an e-mail to the following address biuro@generacja.pl with such data as: Client's Name and Surname, service line address, chosen new payment term.

7. There occurred a problem with booking the transfered money.

What should I do?

You should send an e-mail with the transfer confirmation and Client data to the address of the Client Service Office.

8. I would like to suspend the service. Is it possible?

The service suspension is possible for the Clients, who have a Contract concluded for an indefinite term or in the case of definite contract the commitment period has passed. In order to suspend the service you should log into the Account Management System and choose the option "Service suspension", and transfer the fee for service suspension in the amount specified in the Price list to the bank account. The service can be suspended for 1 accounting period, or its multiplicity, but not longer than 6 accounting periods. After that period the service will be restored and the fee charged.

9. How can I order/give up the public IP address service?

To order or give up the public IP address service you should log into the Account Management System and choose the option "I order the public IP address" or "I give up the public IP address".

10. How can I give a notice to terminate the Contract?

To give a notice to terminate the Contract you should deliver (by traditional post or in person) the notice with the Client's signature. The Contract will be dissolved at the end of the accounting period, following the accounting period during which the notice was delivered to the Office.

<http://finanse.generacja.pl>



Services

1. Are there any extra services included in my tariff plan?

Yes, each tariff plan enables you to use the e-mail service in our network. In most of the tariff plans you can also have an own website.

2. Is it possible to access the e-mail account through the web browser?

Yes, it is possible at the address www.poczta.generacja.pl

3. What is the capacity of e-mail and www account?

The e-mail account has the capacity of **100 MB** and the www account **100 MB**.

4. Do you provide any antispam protection for the e-mail account?

Yes, you can configure the protection through the Account Management System. Improper configuration may cause the messages not arrive at the e-mail account.

5. I would like to change the tariff plan. How can I do that?

You should log into the Account Management System and change there the tariff plan for a new one chosen from our offer at least 2 days before the end of the current accounting period. The change will function from the beginning of the new accounting period.

6. How can I get the access to the Account Management System?

You should send an e-mail with the following data: Client's Name and Surname, service line address and Contract number to the contract address szk@generacja.pl. In response you will be sent a **login** and a **password**.

<http://uslugi.generacja.pl>



Technical

1. I changed computer/network card/router. What should I do to make the Internet work?

You should read out the new IP address assigned by our network to the new network device, call the Client Service Office, give the Contract number and the readout IP address. The Internet will start working within 30 minutes from the request (after that time disconnect the router from the network and reconnect it).

2. I would like to connect another computer to the Internet. What should I do?

You should connect the computer to our network by router or switch, read out the IP address and contact the Client Service Office giving the Contract number and IP address.

<http://techniczne.generacja.pl>



Fault reporting

1. What should I check before reporting the fault?

First you should check the local connection status (the icon with two computers on the task bar next to the clock in right bottom corner), the number of sent and received batches and IP address. If you have a router, you should disconnect it first for a few seconds from the power supply, and after reconnecting check the **WAN/INTERNET LED** status and IP address, which was assigned to the router by our network or possibly connect our cable directly to the computer.

2. How can I report the fault during office hours?

You should call the Client Service Office, give the Client Surname and service line address and describe the problem.

3. How can I report the fault during nonbusiness hours?

You should send an **SMS** message to the intervention number giving the following data: service line address, fault duration, fault description. Example: "Powst. Śl. 333/7, for 25 minutes, a network cable is unplugged". The message should be sent just once. The intervention phone serves only for reporting the technical faults that occur after office hours.

4. How long does it take to eliminate the fault?

The report analysis starts immediately after receiving it, the faults are fixed depending on their size from several minutes up to maximum 24 hours.

<http://usterki.generacja.pl>