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 Racławicka 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.

www.generacja.pl
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. 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.

3. How can I change the accounting period?
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.

4. 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 period 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 the next calendar month the payment to the 20th day of the next calendar month with the payment term to the 23rd day of month for the current month.

5. How can I order or 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".

6. How long does it take to eliminate 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.

7. 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.

8. How can I report the fault during nonbusiness hours?
You should call the Client Service Office giving the Client Surname and service line address and Contract number to the contract address szk@generacja.pl. In response you will be sent a login and a password.

9. What is the capacity of e-mail and www account?
Yes, it is possible at the address www.poczta.generacja.pl. In response you will be sent a login and a password.

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) a notice with such data as: Client's Name and Surname, service line address, chosen accounting period during which the notice was delivered to the Office.

11. Is it possible to access the e-mail account through the web browser?
Yes, it is possible at the address www.poczta.generacja.pl.

12. 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.

13. 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.

14. 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.

15. 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.

16. How can I report the fault during office hours?
You should call the Client Service Office giving the Client Surname and service line address and Contract number to the contract address szk@generacja.pl. In response you will be sent a login and a password.

17. How can I report the fault during nonbusiness hours?
You should call the Client Service Office giving the Client Surname and service line address and Contract number to the contract address szk@generacja.pl. In response you will be sent a login and a password.

18. 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 the next calendar month the payment to the 20th day of the next calendar month with the payment term to the 23rd day of month for the current month.

19. How can I order or 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".

20. How can I report the fault during office hours?
You should contact the Client Service Office giving the Client Surname and service line address and Contract number to the contract address szk@generacja.pl. In response you will be sent a login and a password.

21. 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.