

# MOBILE SAVER 45

## Month-to-Month Mobile Plan



## Critical Information Summary

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### INFORMATION ABOUT THE SERVICE

#### SERVICE DESCRIPTION

engin Mobile Saver 45 is a post-paid mobile service plan which accesses the Optus Mobile Network with a compatible mobile handset. For mobile network coverage information, including 4G coverage areas, visit: [www.engin.com.au/coverage](http://www.engin.com.au/coverage).

#### MOBILE HANDSET OPTIONS

To ensure an optimal mobile network experience with engin mobile services, we recommend the use of LTE 700/1800/2100/2300/2600MHz and UMTS 900/2100MHz compatible devices.

Mobile handsets can be purchased from engin outright or with a 24 Monthly Repayment Option (MRO) on a Mobile Saver 24-month plan.

#### MINIMUM TERM

1 month. A \$20 Setup Fee applies.

#### KEY DETAILS

The engin Mobile Saver 45 plan includes Unlimited Standard Value and 2GB Mobile Data per month. Unlimited Standard Value applies to Standard National Calls, Calls to 13/1300/1800 Numbers, Voicemail Retrievals and Call Forward (to national numbers only). You pay an additional amount for usage that is in excess or not eligible for the Standard Value and Mobile Data inclusions.

Unused Standard Value and Mobile Data inclusions expire monthly.

#### PLAN CHANGES

You can change your plan to another current Mobile Saver plan once per month.

### INFORMATION ABOUT THE PRICING

#### MINIMUM MONTHLY ACCESS FEE

\$45

#### MINIMUM TOTAL COST

\$65 which is your Monthly Access Fee multiplied by 1 month, plus a \$20 Setup Fee.

#### EARLY TERMINATION FEE

Early Termination Fees (ETF) do not apply.

#### CALLS EXCLUDED FROM INCLUDED STANDARD VALUE

International Calls, International Mobile Roaming, calls to Premium Numbers or Directory Assistance, Voicemail Access Fee, Video Calls and other call types not listed as Standard Value usage are charged in addition to the Monthly Access Fee.

For further details of charges for usage types that are excluded from monthly Standard Value, please contact Customer Service on 1300 305 000.

#### MOBILE DATA EXCESS USAGE CHARGES

If you exceed your plan's Mobile Data inclusion you will be charged for excess usage as automatic top ups of \$10 per 1GB.

Mobile Data automatic top ups are charged in blocks of 1GB and are not pro-rated. For example, if you use 2.5GB of data during a month, and your included usage is 2GB, you will be billed for an additional 1GB block of data (charged at \$10).

## RATES AND OTHER CHARGES

Your Unlimited included Standard Value is applicable to the Standard usage rates below.

All calls are charged in 1 minute increments (unless stated otherwise).

STANDARD USAGE	RATE
National Calls	Unlimited
13 & 1300 Numbers	Unlimited
1800 Numbers	Unlimited
Voice* Voicemail*	Deposits: Unlimited Retrievals: Unlimited
Call Forward	Unlimited
Intra-Account engine Mobile Calls	Unlimited - no charge for calls made from your mobile service to another mobile on the same engine account.

\* \$1.95 Voicemail monthly access fee applies which is not included in the Standard Value

NON-STANDARD USAGE	RATE
Mobile Data	2GB included
Mobile Data Automatic Top Ups (excess usage)	\$10 per 1GB Applied as automatic top ups in blocks of 1GB
National SMS	Unlimited
National MMS	Unlimited
International SMS	40c per message sent
International MMS	75c per message sent
124 937 Directory Assistance	\$1.75 per call, plus standard call charges, plus 25c per SMS if directory results are sent to you.

OPTIONAL SERVICES	RATE
Surepage	\$5.50 per month, plus diversion costs of \$0.055 per 30 seconds and \$0.66 per message sent.
International Calls	\$0.33 flagfall per call, plus the call rate of the destination country. Country call rates are charged in 30 second blocks and are available upon request.

### FULL TERMS

Information and pricing is correct at time of printing. All pricing is inclusive of GST. This information is a summary only. Visit [www.engin.com.au/legal/customer-terms](http://www.engin.com.au/legal/customer-terms) for our Standard Form of Agreement, Fair Use and Acceptable Use policies, which set out terms and conditions on which we provide our products and services.

### USAGE INFORMATION

SMS alerts will be sent once 50%, 85% and 100% of the plan's included values has been reached. For further information about your current usage levels please Contact Customer Service on 1300 305 000.

### MOBILE ROAMING

Roaming is not activated by default. Please contact our Customer Service team if you wish to activate this service. Please be aware that mobile service usage made whilst roaming overseas is not part of your plan's inclusions and can be very expensive, as data and calls are charged differently from how they are within Australia. See [www.engin.com.au/roaming](http://www.engin.com.au/roaming) for further details.

### EMAIL BILLING

engin is committed to reducing our environmental footprint and our standard method for bill delivery is email.

### PAYMENT METHOD

Payment by Direct Debit from a bank account is free of surcharges. Charges apply for other payment methods. For details see the Schedule of Fees & Charges on our website or contact Customer Service.

### CONTACT US

We are dedicated to excellence in servicing our business customers. If you have any questions regarding your service, call our Customer Service team on 1300 305 000 Monday to Friday 8am-9pm and Saturday 9am-3pm (AEST). If for some reason you are not satisfied with the service received, please inform us of your issue. If we are unable to resolve your issue to your satisfaction, please call our Customer Service team on 1300 305 000 or email [feedback@engin.com.au](mailto:feedback@engin.com.au). If you are still not satisfied with the steps taken by engin to resolve your issue, you can seek assistance from the Telecommunications Industry Ombudsman (TIO). The TIO will only investigate complaints if you have already attempted to resolve your issue with engin and is an option of last resort. You can contact the TIO by visiting [www.tio.com.au](http://www.tio.com.au) or by calling 1800 062 058.

Information current as at 1st June 2015 and is subject to change without notice. All prices quoted include GST.