

# ENGIN INBOUND SERVICES 1300 NUMBERS



## Critical Information Summary

### INFORMATION ABOUT THE SERVICE

#### SERVICE DESCRIPTION

An Engin Inbound Service allows you to offer your customers the convenience of low-cost untimed calls to one central number from most fixed phones within Australia. The same number is used right across the country, regardless of the caller's location and you specify where the call is answered. You can transfer your existing Inbound service or activate a new service with Engin.

#### MINIMUM CONTRACT TERM

1 Month

#### KEY DETAILS

Your Monthly Access Fee includes Australia-wide routing, State Based routing, Time of Day routing, Call Overflow, Call Splaying, and Call Connection fees. Other calls, optional Value Added Services and any equipment that may be required to operate your service are charged in addition to your Monthly Access Fee.

### INFORMATION ABOUT PRICING

#### MINIMUM MONTHLY ACCESS FEE

\$9.95 - Your monthly charges are billed according to your billing cycle.

#### EARLY TERMINATION FEE

N/A

#### STANDARD CHARGES

Inbound Local Calls - 7c per minute  
Inbound National Calls - 7c per minute  
Inbound Mobile Calls - 30c per Minute  
Inbound engin VoIP Calls - 6c per minute

## OTHER INFORMATION

### CALL USAGE INFORMATION

Engin have spend management tools which are designed to assist you in managing your spend. You can check your monthly usage in SelfCare at <https://my.engin.com.au/>.

### BILLING

The figures in this critical information summary are for a full billing cycle but your first bill may include some pro-rata charges for part of the month if you started or changed your plan part way through a billing period. On the same day each month you will be billed in for minimum monthly charge as well as any additional usage during this billing period.

## CUSTOMER SERVICE:

If you have any questions regarding your plan, technical support or service please call us on 1300 305 000.

### COMPLAINTS OR DISPUTES PROCESS

If you have a problem or complaint about your service please call us on 1300 305 000 or visit [www.engin.com.au/legal/customer-terms](http://www.engin.com.au/legal/customer-terms) for more information on our complaints handling procedure and relevant contact information.

### FURTHER ASSISTANCE

If we are unable to resolve your complaint to your satisfaction you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. Additional information can also be found at [tio.com.au](http://tio.com.au).

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