

Critical information summary

Engin Home Phone Lite Plan

INFORMATION ABOUT THE SERVICE

Your Engin Home Phone Lite plan is for a home telephone service that gives you line rental and a telephone number which enables you to make and receive calls.

Minimum Term

3 Months

What's Included

Your Engin Home Phone Lite plan includes line rental with a phone number and pay as you go phone calls.

What's Not Included

You will be charged each month for home phone call usage; these charges are outlined below in the standard call charges section of this document.

INFORMATION ABOUT PRICING

Your Minimum Monthly Charge

\$28.95 – Your monthly charges are billed according to your billing cycle.

Your Minimum 3 Month Charge

\$86.85.

Early Termination Charges

You will be required to pay an early termination fee of \$159 if you disconnect your service within the first 3 months.

Standard Charges

Cost of Making a 2 minute call to Australian mobiles - \$0.90

Local Calls – 25c per call

National Calls – 20c per call

13/300 Calls – 35c per call

Mobile Calls – 45c per minute

Charges to International Numbers

You will be charged if you make calls to international numbers:

* International Calls – To view International rates to overseas destinations see <http://www.engin.com.au/Voip/PSTNRates.aspx> .

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 <http://www.engin.com.au/Downloads/Engin-Complaints-Handling-Policy.pdf> for more information on our complaints handling procedure and relevant contact information.

Further Assistance

If you 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.

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