

## Critical information summary

### Engin Home Phone Ultra Plan

#### INFORMATION ABOUT THE SERVICE

Your Engin Home Phone Ultra 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 Ultra plan includes line rental with a phone number and unlimited standard local and national calls.

#### What's Not Included

You will be charged each month calls made to mobile calls and special numbers; these charges are outlined below in the standard call charges section of this document.

#### INFORMATION ABOUT PRICING

#### Your Minimum Monthly Charge

**\$44.95** – Your monthly charges are billed according to your billing cycle.

#### Your Minimum 3 Month Charge

**\$134.85.**

#### 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** – Included

**National Calls** – Included

**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](http://tio.com.au).

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