

## Critical information summary

### Engin National VoIP Plan

#### INFORMATION ABOUT THE SERVICE

Your Engin VoIP Plan allows you make and receive phone calls, like you do using a regular phone but instead of your calls being delivered over a regular phone line they travel over your high speed internet connection.

#### Minimum Term

1 Month

#### What's Included

Your Engin VoIP plan includes unlimited standard local and national calls and also free Engin to Engin calls.

#### What's Not Included

Your plan does not include calls to 13/1300 numbers, mobiles, international calls and premium service numbers. Charges to these services will apply and are outlined below.

Engin VoIP plans require a compatible VoIP box, customers can provide their own or purchase one through Engin [here](#).

#### INFORMATION ABOUT PRICING

#### Your Minimum Monthly Charge

**\$24.95** – Your monthly charges are billed according to your billing cycle.

#### No Early Termination Charges Apply

Because Engin VoIP services are month-to-month there are no early termination charges. The total minimum amount that you will pay over the period of your plan term is \$14.95 if on a one (1) month contract.

#### Standard Charges

**Cost of Making a 2 minute call to Australian mobiles - \$0.44.**

**Local Calls** - Included.

**National Calls** - Included.

**Mobile Calls** - \$0.22 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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