

ENGIN BASIC PLAN

Critical Information Summary

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION

Your Engin Basic plan is a landline service for standard phone lines.

BUNDLING ARRANGEMENTS

Your Engin Basic plan is only available when purchased as an additional line(s) at the same premises as another new or existing PSTN landline plan (Engin Local, National or Unlimited Plan) or Engin Bundle (Super Bundle or Super Charged Bundle).

MINIMUM CONTRACT TERM

1 month.

KEY DETAILS

Your Engin Basic service allows you to make and receive phone calls. Your Monthly Plan Fee includes Line Rental for one PSTN line and free Engin to Engin calls.

Free Engin to Engin calls are only available to Engin customers making standard calls to and from active Engin landline or VOIP services. Free calls are not available to customers on other networks.

You pay an additional amount for other types of calls, and any equipment required to operate your service.

You can pay for your service by Automatic Payment (Direct Debit or Credit Card) only.

INFORMATION ABOUT PRICING

MONTHLY ACCESS FEE

\$30.00 for a single PSTN Phone service.

MINIMUM TOTAL COST

The minimum total cost per service when

combined with an Engin Local phone service is \$69. This does not include new connection fees, relocation fees or usage charges.

EARLY TERMINATION CHARGE

No Early Termination Fees (ETF) apply.

CALL RATES

The Engin Basic Plan includes Engin to Engin Calls.

All other call types are charged in addition to the Monthly Access Fee.

Local Calls - 25c per call.

Standard National Calls - 20c per minute.

Calls to Mobiles (in Australia) - 45c per minute.

Calls to 13 and 1300 numbers - 44c per call.

Timed calls are billed in 30 second increments.

No flagfall applies.

International Call rates are subject to change. Our current international call rates are available at www.engin.com.au.

For details of charges for call and usage types that are not listed, please contact Customer Service on 1300 305 000.

CONNECTION CHARGES & TIMEFRAMES

No charges apply for transferring an existing service. A charge may apply to connect your phone service if there is not already one present and/or depending upon the type of connection required. When applicable, this fee ranges from \$59 to \$299.

The timeframe required to connect your phone service will depend on the type of connection required. For more information contact Customer Service on 1300 305 000.

OTHER INFORMATION

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/legal-regulatory.aspx 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

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 for the minimum monthly charge as well as any additional usage during this period.

PAYMENT METHOD

You can pay for your service by Automatic Payment method (Direct Debit or Credit Card) only.

CONTACT US

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

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 visit www.engin.com.au/downloads/engin-complaints-handling-policy.pdf for more information on our complaints handling procedure and relevant contact information.

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 or by calling 1800 062 058.