

# ENGIN NATIONAL PLAN

## Critical Information Summary

### INFORMATION ABOUT THE SERVICE

#### SERVICE DESCRIPTION

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

#### MINIMUM CONTRACT TERM

1 month.

#### KEY DETAILS

Your Engin National service allows you to make and receive phone calls. Your Monthly Plan Fee includes Line Rental for one PSTN line, Local calls, Standard National calls 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

\$49.00 for a single PSTN Phone service.

#### MINIMUM TOTAL COST

The minimum total cost per service on the Engin National Plan is \$49. 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 National Plan includes Engin to Engin Calls, Local Calls and Standard National Calls.

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

Calls to Mobiles (in Australia) - 20c 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](http://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 & CONNECTION 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.



www.engin.com.au | 1300 305 004

This information is a summary only. Visit [www.engin.com.au/Legal/legal-regulatory.aspx](http://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](http://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](http://www.tio.com.au) or by calling 1800 062 058.