

# ENGIN SIP TRUNK

## 4 Line Standard



## Critical Information Summary

### INFORMATION ABOUT THE SERVICE

#### SERVICE DESCRIPTION

An Engin 4 Line Standard SIP Trunk service is a business grade VoIP service that allows you to make and receive concurrent calls over an ADSL broadband connection. An Engin SIP Trunk Service can provide your business with a low cost phone service allowing for every staff member in your office to have a direct in dial number without the expensive line rental costs.

#### Standard Installation Requirements

You will require a broadband Internet service speed of 512/128 kbps or greater although for the best quality an Engin ADSL2+ service is recommended. You will also require suitable hardware. Our Business team can provide you with information regarding the most suitable hardware solution for your needs.

#### Minimum Contract Term

1 month

#### KEY DETAILS

Your Monthly Access Fee and number block package allows a direct phone number for every staff member – without the need to pay a line rental on every phone, extension dialling and unlimited engin to engin calls. Choose the number block package to suit your needs with each 10 number block charged at \$3.50 per month. Other calls, optional Value Added Services and any equipment that may be required to operate your service are charged in addition to your Monthly Access Fee.

### INFORMATION ABOUT PRICING

#### MINIMUM MONTHLY ACCESS FEE

\$33.50 – Your monthly charges are billed according to your billing cycle.

#### MINIMUM TOTAL COST

\$33.50 - Includes 4 lines and 10 number block.

#### EARLY TERMINATION FEE

N/A

#### STANDARD CHARGES

Local Calls - 10c per call

National Calls - 10c per call

Mobiles - 17c per minute

13/1300 Calls – \$0.33c per call

All included calls are subject to the engin Acceptable Use Policy which can be viewed at [www.engin.com.au/legal/customer-terms](http://www.engin.com.au/legal/customer-terms).

#### CHARGES TO INTERNATIONAL NUMBERS

You will be charged if you make calls to international numbers. To view International rates to overseas destinations see <http://www.engin.com.au/international-rates>.

## 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/customer-terms](http://www.engin.com.au/legal/customer-terms) 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

For information about your current usage levels please contact Customer Service on 1300 305 000 or you can monitor your usage 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 [www.engin.com.au/legal/customer-terms](http://www.engin.com.au/legal/customer-terms) for more information on our complaints handling procedure and relevant contact information.

### FURTHER ASSISTANCE

If we 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).