

Critical information summary

Engin Home Plus 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 unlimited international calls to 8 destinations which are: Canada, France, Germany, Ireland, Netherlands, Spain, UK and USA.

What's Not Included

Your plan does not include calls to 13/1300 numbers, mobiles, and some 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

\$19.95 – 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 \$19.95 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.

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