# ENGIN CLOUD PBX PLANS
## ePBX 10

## Critical Information Summary

### INFORMATION ABOUT THE SERVICE

**SERVICE DESCRIPTION**

The Engin Cloud ePBX 10 Plan provides your business with an Office Phone service delivered via your internet connection, sometimes referred to as internet or IP telephony.

**STANDARD INSTALLATION REQUIREMENTS**

An internet service with a minimum of 100/100 Kbps per concurrent call is required for an Engin Cloud ePBX service. You can utilise an existing internet connection or request a new one from Engin. Applicable internet rates apply. You are required to install the handset(s) supplied as a part of your Engin Cloud ePBX service, including any associated cabling, configuration of your network and any routers and/or switches within your network to allow the Engin Cloud ePBX service to work. Valet Install is available at an additional charge, for more information please speak to your Engin representative or call 1300 305 000.

**HARDWARE**

Hardware is purchased separately and is not included as part of your monthly service fees.

**MINIMUM CONTRACT TERM**

1 month

**KEY DETAILS**

Your Engin Cloud ePBX service allows you to make and receive phone calls. Your Monthly Access Fee includes an IP enabled handset rental, Engin to Engin calls on the same account. Other calls, optional Value Added Services and any other equipment or services required to operate your service are charged in addition to your Monthly Access Fee. An Engin Cloud ePBX service may not be appropriate if you require an uninterrupted phone service with access to 000 emergency services. The service will not function in the event of a power failure. Priority Assistance is not available on this service.

### INFORMATION ABOUT PRICING

**MINIMUM MONTHLY ACCESS FEE**

$98.50 – Your monthly charges are billed according to your billing cycle.

**EARLY TERMINATION FEE**

N/A

**STANDARD CHARGES**

Local Calls - $0.10c per call
National Calls - $0.10c per call
Mobiles - $0.17c per minute
13/1300 Calls – $0.33c per call
10 Number Block = $3.50

## 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 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 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.