

# Engin Mobile Saver

## CRITICAL INFORMATION SUMMARY

### INFORMATION ABOUT THE SERVICE

#### Service Description

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 Contract Term

1 Month

#### What's Included

Your engin VoIP plan includes unlimited standard local and national calls and 400 Minutes of calls to Australian Mobiles.

#### What's Not Included

Your plan does not include calls to 13/1300 numbers, international calls and premium service numbers or any additional calls over the included 400 minutes. Charges to these services will apply and are outlined below. engin VoIP plans require an internet connection which customers can source from engin or separately. A compatible VoIP box is also required, customers can provide their own or purchase one through engin.

### INFORMATION ABOUT PRICING

#### Minimum Monthly Access Fee

\$19.95 – Your monthly charges are billed according to your billing cycle.

#### Early Termination Fee

N/A

#### Standard Charges

Local Calls - Included

National Calls - Included

Mobiles (after 400 Mins) - \$0.15 per Minute

13/1300 Calls – \$0.35c 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>.

## Optional Hardware

Should you wish to purchase a VoIP box from engin, the engin Voicebox 302 is available for outright purchase at \$59 (inc GST).

## 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 [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).

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