

Critical information summary

Engin MyChoice Max 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 or 24 Months

What's Included

Your Engin VoIP plan includes the first 600 minutes to standard local, national, mobile and international calls.

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 Total Charge - 360

Your Minimum Monthly Charge

\$15 – When you bundle with a MyChoice Broadband plan.

Early Termination Charges

1 Month – As there are no long term contracts you only have to pay for the month you use.

24 Months - Early termination charges are calculated by the monthly fee x the number of months remaining

Standard Charges

Cost of Making a 2 minute call to Australian mobiles - \$0.54.

Local Calls - 15c per call.

National Calls - 15c per call.

Mobile Calls - \$0.27 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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