

Mr Rick Swancott  
136 Greenhaven Drive  
Umina Beach Nsw 2257 AUSTRALIA

## Summary

Balance Forward

\$0.00

+

This Bill

\$20.57

=

Total Due

\$20.57

Due On  
08 May 2016

# ENGIN

## IMPORTANT NOTIFICATION

Our Schedule of Fees & Charges has been updated,  
for details go to [engin.com.au/vas](http://engin.com.au/vas)

If you have any concerns or to find out what changes  
apply to your services, feel free to contact us via  
Live Chat at [engin.com.au](http://engin.com.au) or call us on 1300 305 000.

[www.engin.com.au](http://www.engin.com.au)

### Previously

Previous Balance	\$20.78
Payments Received	CR \$20.78
Balance Forward	\$0.00

### This Bill From 24/03/2016 to 23/04/2016

Other Credits and Charges	\$0.62
Monthly Service & Usage Summary	\$19.95
Total GST in this Bill	\$1.87
Total (Inc. GST)	\$20.57

## Payment

Total Due

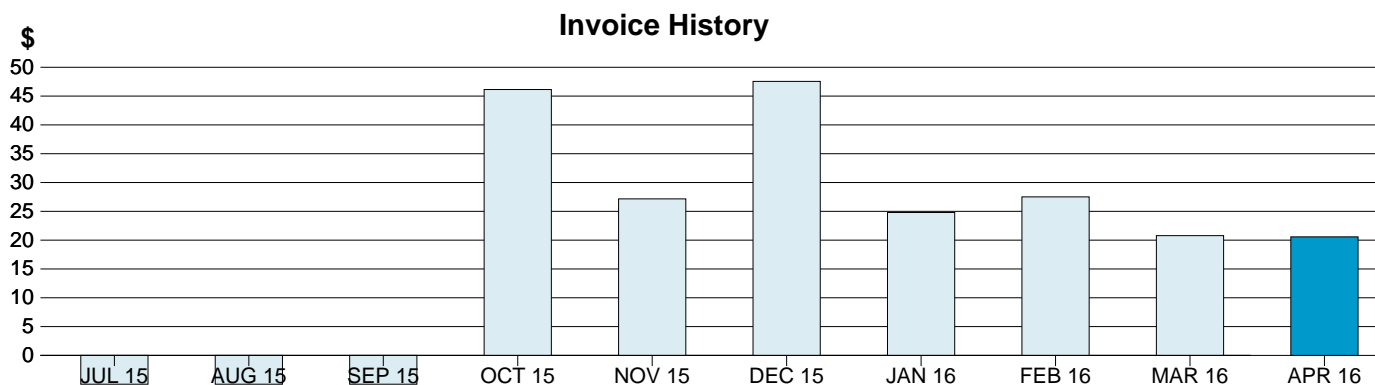
\$20.57

Due On

08 May 2016

Your nominated credit card will be debited on this date.  
If funds are not available a late payment fee may apply.

Thank you for paying by credit card



## Payments

### Payments Received

Description	Date	Amount
AMERICAN EXPRESS	07/04/2016	CR \$20.78

Total CR \$20.78

## This Bill

### Other Credits and Charges

Description	Service	Amount
Payment Processing Fee		\$0.62
Total		\$0.62

### Monthly Service Summary

Description	Service	Amount
engin Mobile Saver (From 24/04/16 To 23/05/16)	0243041114	\$19.95
Ignition 129 PSTN Bundle 2 (From 24/04/16 To 23/05/16)	0243420418	\$0.00
Staff Ignition 129 DSL Bundle 2 (From 24/04/16 To 23/05/16)	DSL#0243420418	\$0.00
Total		\$19.95

## Usage Summary

### Usage Summary for 0243041114

Description	Calls	Duration/Volume	Amount	Discount	Total
National Calls	11	02:06:42	\$ 0.00	\$ 0.00	\$ 0.00
Mobile Calls	26	01:35:04	\$ 17.10	\$ -17.10	\$ 0.00
Engin to Engin & Free Calls	1	00:20:20	\$ 0.00	\$ 0.00	\$ 0.00
Total	38	04:02:06	\$ 17.10	\$ -17.10	\$ 0.00

# Call Details

## Call Details for 0243041114

### National Calls

Destination	Date/Time	Duration	Amount	Discount	Total
0740608233	31 Mar 20:38:15	00:00:05	\$ 0.00	\$ 0.00	\$ 0.00
0740608233	31 Mar 20:39:22	00:00:04	\$ 0.00	\$ 0.00	\$ 0.00
0740608233	31 Mar 20:42:48	00:00:04	\$ 0.00	\$ 0.00	\$ 0.00
0740608233	31 Mar 21:02:21	00:00:06	\$ 0.00	\$ 0.00	\$ 0.00
0740608233	04 Apr 11:11:42	00:00:05	\$ 0.00	\$ 0.00	\$ 0.00
0740608233	04 Apr 11:12:50	00:00:13	\$ 0.00	\$ 0.00	\$ 0.00
0740608233	04 Apr 11:55:11	00:48:20	\$ 0.00	\$ 0.00	\$ 0.00
0740608233	08 Apr 13:51:06	00:29:59	\$ 0.00	\$ 0.00	\$ 0.00
0740608233	23 Apr 11:03:29	00:00:09	\$ 0.00	\$ 0.00	\$ 0.00
0740608233	23 Apr 16:30:38	00:04:00	\$ 0.00	\$ 0.00	\$ 0.00
0740608233	23 Apr 16:39:53	00:43:37	\$ 0.00	\$ 0.00	\$ 0.00
Total (inc GST)	11	02:06:42	\$ 0.00	\$ 0.00	\$ 0.00

### Mobile Calls

Destination	Date/Time	Duration	Amount	Discount	Total
0468937353	31 Mar 18:37:20	00:00:09	\$ 0.15	\$ -0.15	\$ 0.00
0404089530	31 Mar 20:40:37	00:00:28	\$ 0.15	\$ -0.15	\$ 0.00
0409129049	31 Mar 20:43:52	00:18:18	\$ 2.85	\$ -2.85	\$ 0.00
0479034684	03 Apr 13:27:21	00:00:17	\$ 0.15	\$ -0.15	\$ 0.00
0411076099	03 Apr 15:36:23	00:00:07	\$ 0.15	\$ -0.15	\$ 0.00
0417735412	04 Apr 10:15:17	00:00:08	\$ 0.15	\$ -0.15	\$ 0.00
0407574687	05 Apr 07:31:46	00:08:53	\$ 1.35	\$ -1.35	\$ 0.00
0407574687	05 Apr 16:38:05	00:00:12	\$ 0.15	\$ -0.15	\$ 0.00
0407574687	05 Apr 16:38:35	00:00:42	\$ 0.15	\$ -0.15	\$ 0.00
0407574687	05 Apr 16:39:46	00:00:56	\$ 0.15	\$ -0.15	\$ 0.00
0417735412	06 Apr 13:48:51	00:01:42	\$ 0.30	\$ -0.30	\$ 0.00
0407574687	14 Apr 12:03:57	00:00:01	\$ 0.15	\$ -0.15	\$ 0.00
0407574687	14 Apr 12:04:16	00:00:05	\$ 0.15	\$ -0.15	\$ 0.00
0407574687	14 Apr 12:37:37	00:00:07	\$ 0.15	\$ -0.15	\$ 0.00
0407574687	14 Apr 12:43:24	00:02:14	\$ 0.45	\$ -0.45	\$ 0.00
0407574687	15 Apr 12:27:36	00:00:04	\$ 0.15	\$ -0.15	\$ 0.00
0407574687	18 Apr 13:23:18	00:00:03	\$ 0.15	\$ -0.15	\$ 0.00
0407574687	20 Apr 10:58:55	00:00:04	\$ 0.15	\$ -0.15	\$ 0.00
0413257272	22 Apr 16:40:50	00:01:16	\$ 0.30	\$ -0.30	\$ 0.00
0407574687	22 Apr 17:50:10	00:00:08	\$ 0.15	\$ -0.15	\$ 0.00
0417735412	23 Apr 10:04:37	00:00:34	\$ 0.15	\$ -0.15	\$ 0.00
0412513780	23 Apr 10:28:27	00:18:17	\$ 2.85	\$ -2.85	\$ 0.00
0413257272	23 Apr 14:54:38	00:40:03	\$ 6.15	\$ -6.15	\$ 0.00
0407574687	23 Apr 17:51:58	00:00:06	\$ 0.15	\$ -0.15	\$ 0.00

0407574687	23 Apr 17:53:02	00:00:08	\$ 0.15	\$ -0.15	\$ 0.00
0407574687	23 Apr 17:58:05	00:00:02	\$ 0.15	\$ -0.15	\$ 0.00

Total (inc GST)	26	01:35:04	\$ 17.10	\$ -17.10	\$ 0.00
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**Engin to Engin & Free Calls**

Destination	Date/Time	Duration	Amount	Discount	Total
1800126659	04 Apr 10:39:58	00:20:20	\$ 0.00	\$ 0.00	\$ 0.00

Total (inc GST)	1	00:20:20	\$ 0.00	\$ 0.00	\$ 0.00
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## YOUR MONTHLY CHARGES

engin will charge you, monthly in advance, the Monthly Service Fee applicable to your pricing plan. Calls included in your monthly plan will show \$ 0 charge in the summary total column, if you exceed your included value a charge will be displayed. We will prorate the Monthly Service Fee from the date you connect to your invoice issue date.

## ACCOUNTING PERIOD

When you receive your account some charges may refer to a prior billing period. This is due to the timing of information processing. They are not duplicate charges.

## HOW TO PAY YOUR BILL

### Direct Debit

The total due of each bill is charged to your nominated credit card\* or bank account on or the next working day from the due date on the front of this bill. This is an extremely convenient way to pay your account. With an automatic payment schedule you don't have to worry about remembering when your bill is due; we look after that for you. We accept Visa, MasterCard, American Express and Diners Club.

### Bpay

Make a Bpay payment\* via Internet or Phone banking each month on or before the bill due date

\* Payments made using MasterCard or VisaCard will incur a 1% (inc GST) surcharge. Payments made using American Express or Diners Club will incur a 3% (inc. GST) surcharge. Payments made using Bpay incur a \$ 1.00 (inc GST) surcharge. This reflects the cost of accepting these types of payments. This fee will appear on the next account after the bill is paid. There is no surcharge incurred when payments are made using a direct debit from your bank account.

## BILL NON – PAYMENT

If payment is not received by the bill due date for any reason, we may restrict your service until your account is up to date. If you don't settle your account within an agreed period, usually 7 days from the bill due date, we may charge you a late payment fee or suspend your service. If this happens, any outstanding amounts you owe us will immediately fall due.

## PREMIUM SERVICES

Premium Services which can include voting lines, ringtones and sports scores that operate via a "19X" number incur higher than standard rates and can be either a one off or recurring cost depending on the type of premium service used. The third party content provider of the service determines these charges. You can restrict access to these services by contacting engin customer service to arrange a bar to be placed on all Premium SMS, this will not affect standard SMS services.

[Click here](#) to view engin's Standard form of Agreement

Postal Address  
engin  
Accounts Receivable  
PO Box 631  
Collins Street West  
VIC 8007

## Contact Us

### Customer Service and Billing Enquiries

Phone: 1300 305 000 (Free from your engin service)  
Fax: (02) 8985 5888

### Hours:

Monday - Friday 8:00am - 9:00pm  
Saturday 9:00am - 3:00pm  
EST

### Online Enquiries

Submit an enquiry or manage your usage via engin selfcare at [my.engin.com.au](http://my.engin.com.au)

### Website

[engin.com.au](http://engin.com.au)