

# ENGIN EXTREME PLAN (METRO)

## Critical Information Summary

### INFORMATION ABOUT THE SERVICE

#### SERVICE DESCRIPTION

The Engin Extreme (Metro) Plan is an ADSL2+ high-speed broadband service which uses your phone line to connect you to the internet.

You can transfer your existing broadband service or activate a new service with Engin on your existing PSTN or VOIP service.

On a 24 Month Plan you receive a bonus wireless modem (a \$19.95 delivery fee applies).

On 1 Month Plans you are required to provide your own compatible modem/router or you can purchase one from Engin.

#### MINIMUM CONTRACT TERM

1 month or 24 months.

#### KEY DETAILS

Your Engin Extreme (Metro) Plan includes an ADSL2+ internet connection with unlimited data.

On a 24 Month Plan there is no setup fee and you receive a bonus wireless modem (a \$19.95 delivery fee applies).

On our Month to Month Plans, a setup fee applies depending on your type of connection, and you can purchase an Engin compatible Modem or provide your own.

You will be supplied with the fastest speed available at your location - ADSL2+ or ADSL where ADSL2+ is not available. Plan is subject to service availability at your location and is only available to new customers.

You can pay for your service by Automatic

Payment (Direct Debit or Credit Card) only.

### INFORMATION ABOUT PRICING

#### MONTHLY ACCESS FEE

24 Month Contract - \$50.00

1 Month Contract - \$55.00

#### SET UP FEE

No set up fees apply on 24 Month Contracts.

1 Month Contracts:

A \$39 fee applies for transferring an existing ADSL service. A set up fee of \$99 applies to new ADSL connections.

#### MINIMUM TOTAL COST

24 months - \$1,219.95

1 Month - \$94.00

#### EARLY TERMINATION CHARGE

If you cancel your Broadband service, Early Termination Fees (ETF) apply:

If cancelled within the first 12 Months: \$99

If cancelled from 13 - 24 Months: \$65

### 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/legal-regulatory.aspx](http://www.engin.com.au/Legal/legal-regulatory.aspx) 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.



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#### **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 for the minimum monthly charge as well as any additional usage during this period.

#### **PAYMENT METHOD**

You can pay for your service by Automatic Payment method (Direct Debit or Credit Card) only.

#### **CONTACT US**

If you have any questions regarding your plan, technical support or service please call us on **1300 305 000**.

If for some reason you are not satisfied with the service received, please inform us of your issue. If we are unable to resolve your issue to your satisfaction, please visit [www.engin.com.au/downloads/engin-complaints-handling-policy.pdf](http://www.engin.com.au/downloads/engin-complaints-handling-policy.pdf) for more information on our complaints handling procedure and relevant contact information.

If you are still not satisfied with the steps taken by Engin to resolve your issue, you can seek assistance from the Telecommunications Industry Ombudsman (TIO). The TIO will only investigate complaints if you have already attempted to resolve your issue with Engin and is an option of last resort. You can contact the TIO by visiting [www.tio.com.au](http://www.tio.com.au) or by calling 1800 062 058.