

# ENGIN NBN Ultra 400GB Plan



## Critical Information Summary

### INFORMATION ABOUT THE SERVICE

#### SERVICE DESCRIPTION

The Engin NBN Ultra 400GB plan is an internet service provided over the National Broadband Network (NBN) and is available in NBN enabled areas.

#### MINIMUM CONTRACT TERM

24 months

#### KEY DETAILS

The Engin NBN Ultra plan includes 400GB of data, Interface speeds 100/40\* Mbps. Your data allowance includes uploads and downloads. Any unused data allowance expires monthly. If you use all of your included data within a billing cycle, the speed will be limited to 64kbps until the next billing cycle commences.

\*Interface speeds refer to the speed to the fibre technology installed at the customer's premises. They are not necessarily equivalent to the download/upload speeds you will achieve in practice. Actual download and upload speeds will be affected by many external factors which include the number of end-users using the service at the same time, the hardware, the software and software configuration, the connection method within the premises and the type/source of content being downloaded.

#### STANDARD INSTALLATION REQUIREMENTS

Standard Installation is included with your plan and is provided to the first telephone point in your premises along with an NBN suitable modem. A 240 volt power supply is required and you must ensure such a power supply is available. In the event of a power outage,

your services will not work unless you maintain a back-up battery. If you take up an NBN service, you will not be able to move back to a copper service.

### INFORMATION ABOUT PRICING

#### MONTHLY ACCESS FEE

\$99.95

#### MINIMUM TOTAL COST

\$2398.80 over 24 months

#### EARLY TERMINATION CHARGES

If you disconnect prior to the end of your 24 month contract, you will need to pay out your contract (number of months remaining on your contract x monthly price of plan).

#### COST OF DATA

\$0.0002/MB within the included value

## 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](http://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](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).