

Critical information summary

Engin MyChoice Broadband Premium Plan

INFORMATION ABOUT THE SERVICE

Your plan is an ADSL2+ service. This service gives you network access and allow you to access the internet through Engin.

Minimum Term

1 Month or 24 Months

What's Included

Your service includes an ADSL2+ connection with 60GB on-peak data and 60GB off-peak data. On a 24 Month plan there is no setup fee and you receive a bonus wireless modem/router and voice box (a \$14.95 delivery fee applies).

What's Not Included

Once you have exceeded your data allowance your internet is shaped to 256Kbps until the beginning to the next billing month. On 1 Month plans you are required to pay a \$149 setup fee as well as provide your own compatible modem/router or you can purchase one from Engin found [here](#).

INFORMATION ABOUT PRICING

Your Minimum Monthly Charge - \$84.95

24 Months - Your Minimum Total Charge - \$2038.80

1 Month – Your Minimum First Month Charge - \$233.95

Early Termination Charges

An early termination fee applies which is calculated by the monthly fee x the number of months remaining.

Your Monthly Data Allowance is calculated at \$0.0006/MB

OTHER INFORMATION

Data 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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