

## Critical information summary

### Engin MyChoice Broadband Ultra 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 40GB on-peak data and 40GB 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 - \$74.95**

**24 Months - Your Minimum Total Charge - \$1798.80**

**1 Month – Your Minimum First Month Charge - \$223.95**

#### 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 \$0.0009/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](http://tio.com.au).

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