

Critical information summary

Engin VoIP Ignition 109 Plan

INFORMATION ABOUT THE SERVICE

Your VoIP Ignition Plan is for a broadband and home telephone service that gives you 400GB of data, line rental and a telephone number which enables you to make and receive calls.

Minimum Term

1 Month

24 Months

What's Included

1 Month - Your Ignition broadband and home phone plan includes 400GB of internet data as well as unlimited standard local, national & Australian mobile calls.

24 Month - Your Ignition broadband and home phone plan includes 400GB of internet data as well as unlimited standard local, national & Australian mobile calls. Customers on 24 Month VoIP Ignition plans will receive bonus hardware which requires a \$14.95 delivery fee as well as no setup fees

What's Not Included

Your plan does not include calls to 13/1300 numbers, international calls and premium service numbers. Charges to these services will apply and are outlined below. Once you have reached your data allowance we will simply shape your internet speed at 256Kbps.

12 Months - Customers will require a compatible modem/router/voice box which can be purchased through Engin here.

INFORMATION ABOUT PRICING

Your Minimum Monthly Charge - \$109

24 months -Your Minimum Total Charge - \$2616

1 Month -Your First Month Charge - \$208

Early Termination Charges

An early termination fee applies, it is calculated by the monthly fee x the months remaining on your contract.

Your Monthly Data Allowance is calculated at \$0.0002/MB

Standard Charges

Cost of Making a 2 minute call to Australian mobiles - Included

Local Calls – Included

National Calls – Included

Mobile Calls - Included

Charges to International Numbers

You will be charged if you make calls to international numbers:

* International Calls – To view International rates to overseas destinations see

<http://www.engin.com.au/Voip/PSTNRates.aspx> .

OTHER INFORMATION

Call 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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