

ENGIN BUNDLE

Mobile Super Saver



Critical Information Summary

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION

Your Engin Bundle Mobile Super Saver Plan is for a broadband and VOIP telephone service that gives you unlimited data and a telephone number which enables you to make and receive calls. An active Fixed Line service is required to connect an engin VoIP or VoIP + Broadband service.

BUNDLING

Your Engin Bundle Mobile Super Saver Plan is a Bundle service combining an engin ADSL2+ high-speed broadband service and an engin VoIP service that allows you make and receive phone calls over your internet connection.

HARDWARE

engin will provide you with an ADSL2+ Broadband router and a Voice box on a 24 month contract. A hardware delivery fee of \$19.95 applies per Item.

MINIMUM TERM

24 Month

WHAT'S INCLUDED

Your Engin Bundle Mobile Super Saver Plan includes unlimited standard local and national calls and unlimited calls to Australian Mobiles and unlimited data. Includes 1 concurrent call.

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.

INFORMATION ABOUT PRICING

MINIMUM MONTHLY ACCESS FEE

Your Minimum Monthly Charge - \$65.90
Your Minimum Total Charge - \$1670.55

EARLY TERMINATION CHARGES

An early termination fee of \$99 applies if you cancel your service within contract.

SETUP FEE

Setup Fee - \$69.00

STANDARD CHARGES

Local Calls - Included
National Calls - Included
Mobiles - Included
13/1300 Calls - \$0.44c per call
All included calls are subject to the engin Acceptable Use Policy which can be viewed at www.engin.com.au/legal/customer-terms.

CHARGES TO INTERNATIONAL NUMBERS

You will be charged if you make calls to international numbers. To view International rates to overseas destinations see <http://www.engin.com.au/international-rates>.

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 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.

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