

# ENGIN BUNDLE

## Mobile Saver 10



## Critical Information Summary

### INFORMATION ABOUT THE SERVICE

#### SERVICE DESCRIPTION

Your Engin Bundle Mobile Saver 10 Plan is for a broadband and VOIP telephone service that gives you 10GB of 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 Saver 10 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.

#### MINIMUM TERM

1 Month

#### WHAT'S INCLUDED

Your Engin Bundle Mobile Saver 10 Plan includes unlimited standard local and national calls, 400 minutes of calls to Australian Mobiles and 10GB 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 or calls to Australian mobile over 400 included minutes. Charges to these services will apply and are outlined below.

### INFORMATION ABOUT PRICING

#### MINIMUM MONTHLY ACCESS FEE

Your Minimum Monthly Charge - \$49.90  
Your Minimum Total Charge - \$118.90

#### EARLY TERMINATION CHARGES

N/A

#### SETUP FEE

Setup Fee - \$69.00

#### STANDARD CHARGES

Local Calls - Included  
National Calls - Included  
Mobiles - 15c per min after a total of 400 Minutes of Mobile calls has been reached  
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](http://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](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).

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