

ENGIN SUPER BUNDLE PLAN (METRO 24 MONTH)



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Critical Information Summary

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION

The Engin Super Bundle (Metro 24 Month) plan is a bundle that includes:

- A landline phone service for standard phone lines; and
- An ADSL2+ high-speed broadband service which uses your phone line to connect you to the internet.
- A bonus wireless modem (a \$19.95 delivery fee applies).

You can transfer your existing landline and broadband services or activate new services with Engin.

MINIMUM CONTRACT TERM

24 months.

KEY DETAILS

Your Super Bundle (Metro 24 Month) plan includes one PSTN Line Rental, Local Calls, Standard National Voice Calls, free Engin to Engin Calls and 50GB of data.

Free Engin to Engin calls are only available to Engin customers making standard calls to and from active Engin landline or VOIP services. Free calls are not available to customers on other networks.

You pay an additional amount for other types of calls, and any equipment required to operate your service.

On a 24 Month Plan there is no setup fee and you receive a bonus wireless modem (a \$19.95 delivery fee applies).

Your unused data allowance expires monthly. Once you have exceeded your data allowance

your internet is shaped to 256kbps until the start of your next billing cycle. Once your data limit is reached you can purchase additional data blocks.

You will be supplied with the fastest speed available at your location - ADSL2+ or ADSL where ADSL2+ is not available. Plan is subject to service availability at your location and is only available to new customers.

You can pay for your service by Automatic Payment (Direct Debit or Credit Card) only.

INFORMATION ABOUT PRICING

MONTHLY ACCESS FEE

\$74.95 for a single PSTN Phone service and Broadband Bundle.

This does not include new connection fees, relocation fees or usage charges.

SET UP FEE

No set up fees apply on 24 Month Contracts.

CONNECTION CHARGES & CONNECTION TIMEFRAMES

No charges apply for transferring an existing PSTN phone service. A charge may apply to connect your phone service if there is not already one present and/or depending upon the type of connection required. When applicable, this fee ranges from \$59 to \$299.

The timeframe required to connect your service will depend on the type of connection required. For more information contact Customer Service on 1300 305 000.

MINIMUM TOTAL COST

24 Months - \$1,818.75

EARLY TERMINATION CHARGE

If you cancel your Phone or Broadband service, Early Termination Fees (ETF) apply:

If cancelled within the first 12 Months: \$99
If cancelled from 13 - 24 Months: \$65

CALL RATES

The Super Bundle (Metro) plan includes Engin to Engin Calls, Local Calls and Standard National Voice Calls. All other call types are charged in addition to the Monthly Access Fee.

Calls to Mobiles within Australia - 20c per min.

Calls to 13 and 1300 numbers - 44c per call.

Timed calls are billed in 30 second increments.

No flagfall applies.

International Call rates are subject to change. Our current international call rates are available at www.engin.com.au.

For details of charges for call and usage types that are not listed, please contact Customer Service on 1300 305 000.

COST OF 1MB OF DATA WITHIN AUSTRALIA

Your Monthly Data Allowance is calculated at \$0.0015/MB within the included value.

BONUS MODEM

A \$19.95 shipping and handling fee applies to the bonus modem.

OTHER INFORMATION

FULL TERMS

Information and pricing is correct at time of printing. All pricing is inclusive of GST.

This information is a summary only. Visit www.engin.com.au/Legal/legal-regulatory.aspx for our Standard Form of Agreement, Fair Use and Acceptable Use policies, which set out terms and conditions on which we provide our products and services.

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 for the minimum monthly charge as well as any additional usage during this period.

PAYMENT METHOD

You can pay for your service by Automatic Payment method (Direct Debit or Credit Card) only.

CONTACT US

If you have any questions regarding your plan, technical support or service please call us on **1300 305 000**.

If for some reason you are not satisfied with the service received, please inform us of your issue. If we are unable to resolve your issue to your satisfaction, please visit www.engin.com.au/downloads/engin-complaints-handling-policy.pdf for more information on our complaints handling procedure and relevant contact information.

If you are still not satisfied with the steps taken by Engin to resolve your issue, you can seek assistance from the Telecommunications Industry Ombudsman (TIO). The TIO will only investigate complaints if you have already attempted to resolve your issue with Engin and is an option of last resort. You can contact the TIO by visiting www.tio.com.au or by calling 1800 062 058.