

# ENGIN SUPER BUNDLE PLAN (METRO M2M)



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## Critical Information Summary

### INFORMATION ABOUT THE SERVICE

#### SERVICE DESCRIPTION

The Engin Super Bundle (Metro M2M) 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.

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

On a Month to Month plan you are required to provide your own compatible modem/router or you can purchase one from Engin.

#### MINIMUM CONTRACT TERM

1 month.

#### KEY DETAILS

Your Super Bundle (Metro M2M) 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 our Month to Month Plans, a setup fee applies depending on your type of connection, and you can purchase an Engin compatible Modem or provide your own.

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

\$79.95 for a single PSTN Phone service and Broadband Bundle.

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

#### SET UP FEE

A \$39 fee applies for transferring an existing ADSL service. A set up fee of \$99 applies to new ADSL connections.

#### 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**

1Months - \$118.95

**EARLY TERMINATION CHARGE**

No Early Termination Fees (ETF) apply.

**CALL RATES**

The Super Bundle (Metro M2M) 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](http://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 \$0.0016/MB within the included value.

**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](http://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](http://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](http://www.tio.com.au) or by calling 1800 062 058.