

ENGIN 4GB MOBILE BROADBAND



Critical Information Summary

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION

The engin 3G Mobile Broadband plans are an internet service delivered over the Optus 3G/HSDPA GSM network, subject to network availability. For Mobile network coverage information visit www.engin.com.au

MINIMUM CONTRACT TERM

6 months.

KEY DETAILS

The engin 3G Mobile Broadband plans allow you to use the internet over a 3G mobile broadband connection. Your Monthly Access Fees includes a SIM card of your choice; Standard, Micro or Nano. For an additional charge of \$49 you are able to order a 3G USB Modem (\$19.95 P&H fee applies). Both uploads and downloads are counted toward your Included Data. Your unused data allowance expires monthly. A \$20 setup fee applies on all plans.

Your engin mobile broadband SIM will be automatically activated 7 days after dispatch. Charging for mobile broadband service will commence from the date of activation. Your Engin mobile broadband data allowance includes both uploads and downloads.

INFORMATION ABOUT THE PRICING

PLANS DETAILS & CHARGES	3G MBB 4GB
Minimum Monthly Access Fee per service	\$30.00
Total Minimum Cost per service over 6 months incl. \$20 setup fee	\$200.00
Early Termination Fee pro-rated over the remaining months of your contract	\$150.00
Included Data Cost of 1MB of Data	4GB \$0.0075/MB

EXCESS USAGE CHARGES

No excess usage charges apply when you exceed your monthly data allowance, your service will simply be restricted. Data can be topped up by adding an Afterburner (data block) via engin Selfcare for a charge of \$15 for 1GB.

EARLY TERMINATION CHARGES

If you cancel the service within the contact term, Early Termination Fees (ETF) will apply. ETF is calculated as \$150 pro-rated over the remaining months of your contract.

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/customer-terms 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.

DATA 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.

CONTACT US

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

If you have a problem or complaint about your service please call us on 1300 305 000 or visit www.engin.com.au/contact/compliments-complaints for more information on our complaints handling procedure and relevant contact information.

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.