



**Standard Agreement for the supply of the
Hosted Phone System**

Description of Service Features, Charges and Tariffs

(engin™)

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Contact engin

If you have any concerns or queries regarding the *Standard Agreement for the supply of the Hosted Phone System*, you may contact us as follows:

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* Non-English speaking, Vision, Deaf, Hearing and Speech impaired persons may also contact engin with the assistance of a friend or relative whose only involvement is to relay, interpret or translate as an *Advocate*.

If the arrangement is to be permanent, an “Authorised Representative” maybe established on the Customer’s account and the Customer must be present at all times during every call.

Table of Contents

DESCRIPTION OF SERVICE FEATURES, CHARGES AND TARIFFS.....	1
INTRODUCTION.....	4
SECTION ONE - SERVICE.....	5
SECTION TWO – PROVISIONING.....	7
SECTION THREE – CORE FEATURE SET.....	8
SECTION FOUR – TARIFFS.....	14
SECTION FIVE – MISCELLANEOUS COSTS.....	17

Introduction

The *Description of Service Features, Charges and Tariffs* describes the features of the Service and sets out the Charges, which apply to the use of each feature of the Service.

This description is in five sections:

- Section One – Service
- Section Two – Provisioning
- Section Three – Core Feature Set
- Section Four – Service Tariffs
- Section Five – Miscellaneous Costs

Section One - Service

The Hosted Phone System (the Service) is a fully hosted, partitionable VoIP solution suitable for small to medium business customers. A customer subscribing to PBX services can take advantage of the benefits of a sophisticated business phone system, without the capex and maintenance expenses that are typically associated with such a solution. This Service can be deployed in an “over the top” configuration, in which the customer obtains broadband from a third party supplier, or in an “integrated” configuration, in which broadband is provided by engin.

The Service will be backed by a redundancy server, which will mitigate risks, such as network outages.

There are four main components to the Service. They are:

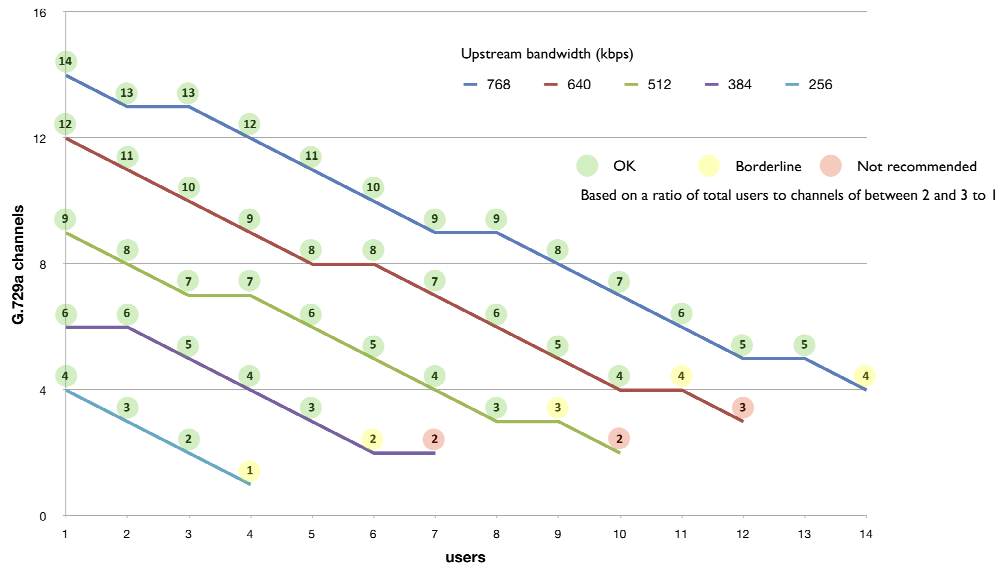
- The Application Server – this is hosted in engin’s network and provides the core features of the Service such as call routing.
- Voice Services – provides access to the PSTN Gateway in order to carry calls to the appropriate destinations
- Broadband – provides access to the Application Server and Voice Service Gateways
- End User Equipment – includes the hardware used to initiate calls. It is strongly recommended that customers utilise engin-approved equipment.

A fixed medium Internet connection is required to take advantage of the Service. Fixed medium connections include a Cable Internet connection, or a DSL Internet connection, preferably with speeds corresponding to the maximums offered with ADSL 2+. Media such as Wireless Internet, Satellite Internet, WIMAX or any other medium that is not a DSL or Cable Internet connection will not be supported. It is recommended that the Customer have a dedicated circuit for the transfer of VoIP traffic. The table below provides a guide to what speeds are required for stable VoIP connections if a dedicated circuit is actioned.

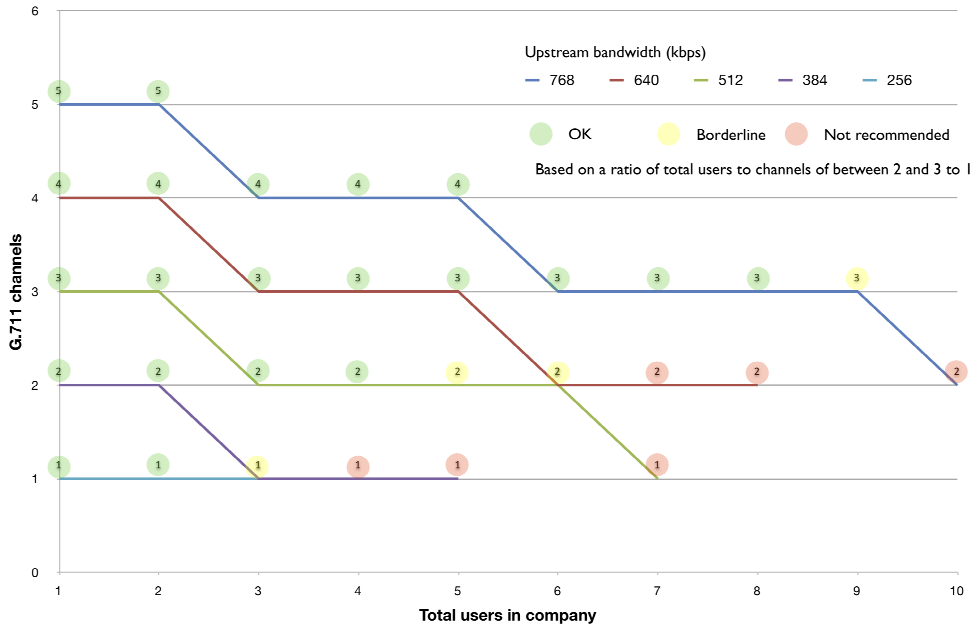
Upstream (kbps)	Theoretical		Realistic (dedicated)			
	G.729a channels	G.711 channels	G.729a channels	max users	G.711 channels	max users
1024	32	11	20	60	7	18
896	28	10	18	50	6	15
768	24	8	15	40	5	12
640	20	7	12	30	4	10
512	16	5	10	26	3	7
384	12	4	7	18	2	5
256	8	2	5	12	1	2
128	4	1	2	5	0	0

When sharing a circuit for voice and data, the number of possible simultaneous voice channels decreases with the number of users at the company. The graphs below illustrate this based on upstream bandwidth and codec used. Note that data usage is assumed to be “typical” in that most data usage is downstream and therefore has less effect on VoIP than upstream. For deployments that have high upstream requirements, a dedicated circuit for voice is recommended.

Using the G729 codec:



Using the G711 codec:



Section Two – Provisioning

In order to provision the Service, two mandatory purchases will need to be made – licences and numbers. There are also a host of non – essential features that are available for the customer's convenience.

1. User Licenses

Licenses will determine the maximum number of user you will be able to facilitate using the Service.

2. Telephone Numbers

Telephone Numbers will be issued and assigned to User Licenses, as well as Virtual Services such as Hunt Groups.

3. Additional Service Packs

The Additional Service Packs are the non-essential aspects of the Service. Licenses can be purchased for the following features:

- Auto Attendant – A virtual receptionist that provides name and extension dialling and can forward calls to pre-defined destinations.
- Fax Messaging – Provides incoming facsimile functionality where faxes are delivered to a specific email address.
- Music on Hold – Enables prescribed or customised music to be played to customers on hold. Please note that Customers that do not purchase this license will have silence when they place a customer on hold.
- Outlook Assistant – This feature allows a customer to manage their Hosted System functionality through Microsoft Outlook. Please be advised that this feature is only supported on Windows platforms, and will not be supported on platforms other than Microsoft Windows. You will need an Outlook Assistant license for each User license if you want all of your User licenses to manage the Hosted System functionality through Outlook.

Section Three – Core Feature Set

The following features are accessible to end users either through their End User Equipment (EUE) or through a web interface, allowing the end user to customise their Service offering.

The name of the feature is given along with a description of the feature as well as the method of access. If the feature is accessible through the EUE, there will be an instruction as to how the feature can be implemented. If the feature cannot be accessed through the EUE, N/A will appear next to the Access description. Similarly, if the feature is accessible through the web interface, a description will appear next to the word Portal. If it cannot be accessed N/A will appear.

Feature	Description	Access
<u>Anonymous Call Rejection</u>	Enables a user to reject calls from anonymous parties who have explicitly restricted their Caller ID. By activating the service via a web interface, callers without available caller identification are informed that the user is not accepting calls at that time. The user's phone does not ring and the user sees or hears no indication of the attempted call. This service does not apply to calls from within the business.	<i>Phone:</i> N/A <i>Portal:</i> Enable / Disable
<u>Automatic Callback</u>	Enables users who receive a busy condition to monitor the busy party and automatically establish a call when the busy party becomes available. This service can only be activated when calling within the business.	<i>Phone:</i> <while engaged tone>*37# <i>Portal:</i> N/A
<u>Basic Call Logs</u>	Provides users with call logs for received, missed, and placed calls.	<i>Phone:</i> Local to phone <i>Portal :</i> Show last 10 calls
<u>Call Forwarding Always</u>	Enables a user to redirect all incoming calls to another phone number. If activated, a user must specify the forwarding number. Please be advised that you may incur costs for the forwarded call.	<i>Phone:</i> *21<number># or Menu <i>Portal:</i> Enable / Disable + enter number
<u>Call Forwarding No Answer</u>	Enables a user to redirect calls to another destination when an incoming call is not answered within a specified number of rings. If activated, a user must specify the forwarding number and the number of rings before forwarding Please be advised that you may incur costs for the forwarded call.	<i>Phone:</i> *61<number># or Menu <i>Portal:</i> Enable / disable
<u>Call Forwarding Unreachable</u>	Allows for configuring a location (for example, a mobile) where a call should be redirected when the main device is unreachable (for example, if the broadband is down) Please be advised that you may incur costs for the forwarded call.	<i>Phone:</i> *26<number># or Menu <i>Portal:</i> Enable / Disable + enter number

<u>Call Hold</u>	Enables users to hold a call for any length of time by pressing a feature key on an IP Phone Parties are reconnected again when Hold is disabled	<i>Phone:</i> Feature Key <i>Portal:</i> N/A
<u>Call Return</u>	Enables a user to call the last party that called, whether or not the call was answered. Please be advised that you may incur costs for the returned call.	<i>Phone:</i> *10# or Feature Key <i>Portal:</i> Invoke from Call Logs
<u>Call Transfer (blind)</u>	Enables a user to transfer a call to a 3 rd party without consulting the 3 rd party. To initiate blind call transfer, the user presses the TRANSFER button and dials the 3 rd party. The user then hangs up.	<i>Phone:</i> Flash-hook or Feature Key <i>Portal:</i> N/A
<u>Call Transfer (3rd party consult)</u>	Enables a user to consult with the 3 rd party before transferring the call. To initiate call transfer with consultation, the user presses the TRANSFER button and dials the 3 rd party. When the call is answered, the user can consult with the 3 rd party. To transfer, the user hangs up causing the held call to be connected to the 3 rd party.	<i>Phone:</i> Flash-hook or Feature Key <i>Portal:</i> N/A
<u>Call Transfer (3 way consult)</u>	Enables a user to make a three-way call with the caller and 3 rd party before transferring the caller. To initiate call transfer with three-way consultation, the user presses the CONF button and dials the 3 rd party. When the call is answered, the user presses the CONF button again and forms a three-way call. To transfer, the user hangs up.	<i>Phone:</i> Flash-hook or Feature Key <i>Portal:</i> N/A
<u>Call Waiting</u>	Enables a user to answer a call while already engaged in another call. When a second call is received while a user is engaged in a call, the user is informed via a call waiting tone. To answer the waiting call, select the second line (IP Phone). The user connects with the waiting party and holds the original party. By selecting the held line (IP Phone), the user reconnects to the original party and holds the waiting party. The feature completes when any party hangs up.	<i>Phone:</i> Users have the option of overriding their Call Waiting on a per-call basis by dialing *44 before making the call, or after a switch-hook flash during the call. Once the call is over, Call Waiting is restored. <i>Portal:</i> Enable / disable for all calls
<u>Caller ID block</u>	Enables a user to block delivery of his/her identity to the called party. If activated, all calls made by the user have the user's identity blocked. If this service is activated, users can still choose to allow the delivery of their Calling Line ID on a specific call by entering the respective feature access code for Calling Line ID Delivery per Call. Once the call is over, Calling Line ID Blocking is restored.	<i>Phone:</i> *1832<number> to override, if enabled <i>Portal:</i> Enable / disable for all calls
<u>(Per call) Caller ID block</u>	Enables users to block their outgoing caller ID on a per-call basis by dialing a feature access code before making the call.	<i>Phone:</i> *1831<number> <i>Portal:</i> N/A

<u>Calling Line ID</u>	Enables the delivery of a caller's identity (name and number) to a user, if the information is available and has not been blocked by the caller.	<i>Phone:</i> Requires a capable phone <i>Portal:</i> Name and number delivered
<u>Calling Name Retrieval</u>	Provides the calling name for incoming calls by querying an external database (i.e. the user's address book) for the information if it is not received in the call set-up messaging.	<i>Phone:</i> Requires a capable phone <i>Portal:</i> Name and number delivered to Call Logs
<u>Do Not Disturb</u>	Allows users to set their station as unavailable so that incoming calls are given a busy treatment.	<i>Phone:</i> Feature Key <i>Portal:</i> Enable / Disable
<u>Extension dialing</u>	Users within the same business may call one another by dialing a 3-5 digit extension. The extension range and length is defined at installation	<i>Phone:</i> Dial digits <i>Portal:</i> N/A
<u>Hoteling</u>	Companies often reserve a set of cubicles and phones for mobile workers who come into the office from time to time. "Hoteling" enables mobile users to share office space and phones on an as-needed basis, like a hotel room. The Hoteling service supports this activity by enabling users with guest privileges to log in to a host account via their web portal or voice portal. This enables the employee to use the host phone to make and receive their calls as usual, while retaining their own BroadWorks user profile.	<i>Phone:</i> Yes <i>Portal:</i> Yes
<u>Last Number Redial</u>	Enables users to redial the last number they called Please be advised that you may incur costs for the redialled call.	<i>Phone:</i> 0# or Feature Key <i>Portal:</i> Supported
<u>LDAP integration</u>	Enables users to access contact names and phone numbers from an external lightweight directory access protocol (LDAP) directory using the web API. The LDAP tab enables users to click-to-dial a contact and perform searches by contact name. This service can be integrated with an enterprise's own private directory or a public directory provided by the service provider	<i>Phone:</i> Phone Specific <i>Portal:</i> Yes
<u>Speed Dial 100</u>	Enables users to dial two-digit codes to call up to 100 frequently-called numbers. Entry of the two-digit code is preceded by a configurable prefix: 0-9, A-D, *, or # (default).	<i>Phone:</i> *xx <i>Portal:</i> Can program
<u>Speed Dial 8</u>	Enables users to dial single digit codes to call up to eight different numbers, such as frequently-dialed numbers or long strings of digits that are hard to remember.	<i>Phone:</i> *x <i>Portal:</i> Can program
<u>Three-Way Call</u>	Enables a user to make a three-way call with two parties, in which all parties can communicate with each other. To initiate a three-way call while engaged in a regular two-party call, the user presses the CONF Feature Key and dials the third party. Before or after the third party answers, the user	<i>Phone:</i> Use Feature Keys <i>Portal:</i> N/A

	<p>presses the appropriate Feature Key and forms a three-way call with the two parties.</p> <p>Please be advised that you may incur costs for the three-way call.</p>	
<u>Voice Messaging</u>	<p>Enables users to record messages for incoming calls that are not answered within a specified number of rings, receive busy treatment, or are transferred directly to voice mail.</p> <p>Incoming callers are given the options to review and change their message and get a warning tone if their message is about to reach the maximum configured length.</p> <p>Users can configure the service via their personal web portal or by calling into their voice portal from any phone. The personal web portal enables users to control whether their voice mail messages are to be delivered to their e-mail account as .wav attachments and/or to the voice messaging system repository for retrieval from a phone. Users can also set their password and elect to give callers the option of connecting to an attendant by pressing 0.</p> <p>By accessing the voice portal from any phone, users can listen to, save, and delete each message, as well as move to the previous or next message. During the playback of a message, users have the option of skipping forward, skipping back, or pausing. Replies to message senders can be sent, and messages can be forwarded with an introductory message to one or more group members, or to the entire group. Messages can also be composed and sent to one or more users in the group, or the entire group. Users have the option of marking a message as urgent or confidential. Users can also pre-configure lists of users to whom voice messages can be sent. The voice portal also enables users to record their name and multiple personal greetings for busy and unavailable. Users also have the option to enter a feature access code on their phone to clear their message waiting indicator (MWI)</p>	<p><i>Phone:</i> One touch access to voicemail.</p> <p><i>Portal:</i> Configure and change greetings</p>
<u>Voicemail to email</u>	<p>Enables users to have their voice messages delivered to a specified e-mail address in the form of an e-mail message with a .wav file attachment. If available, the caller's name and number are also included in the e-mail subject line</p>	<p><i>Phone:</i> N/A</p> <p><i>Portal:</i> Configure</p>
<u>Call Park</u>	<p>Enables a user to hold a call and to retrieve it from another station within the group.</p> <p>To park a call in progress on an IP Phone:</p> <ol style="list-style-type: none"> 1. Press the PARK key 2. Enter an extension against which to park the call 3. Replace telephone handset. The call is parked at the indicated extension. <p>To retrieve the call:</p> <ol style="list-style-type: none"> 1. Lift telephone handset. Press the PULL key 2. Enter the extension against which the call was parked. 3. You are connected with the call that was 	<p><i>Phone:</i> Park - *87 or Feature Key Pull - *88 or Feature Key</p> <p><i>Portal:</i> N/A</p>

	parked.	
<u>Call Pickup</u>	Enables a user to answer any ringing line within their pick-up group. A pick-up group is defined by the administrator of the business. To pick up a ringing call, a user PICK key. The user is then connected to the caller. If more than one line in the pick-up group is ringing, the call that has been ringing the longest is answered.	Phone *68 or Feature Key Portal Define Pickup group
<u>Hunt Groups</u>	<p>Allows users within a group to be included in a specified sub-group to handle incoming calls received by an assigned Hunt Group's phone number. Group administrators can choose from any of the following "hunt" schemes, each of which rings the specified phones in a different manner:</p> <ul style="list-style-type: none"> ▪ Circular – sends calls in a fixed order. The call is sent to the first available person on the list, beginning where the last call left off ▪ Regular – sends calls to users in the order listed by an administrator. Incoming calls go to the first available person on the list, always starting with the first person on the list ▪ Simultaneous – rings all of the users in the group simultaneously; the first user to pick up the ringing phone is connected ▪ Uniform – as a call is completed, the user moves to the bottom of the call queue in a shuffling fashion. The next incoming call goes to the user who has been idle the longest. If a user receives a call that was not directed to them through the Hunt Group, the call is not included in the receiving order for uniform calls <p>Group administrators can also establish a No Answer Policy to redirect calls to the next agent if not answered in a specific number of rings by the previous agent. If all idle phones have been visited once without answer, there are two options for handling the call: forward call to an external number, or give the call a Temporarily Unavailable treatment, which can trigger a service such as voice mail.</p>	Phone n/a Portal Define Hunt Group
<u>Series Completion</u>	The Series Completion service can be assigned to a selected series of lines to forward calls on a busy condition. It is a form of "hunting" in which the next line in the group is tried in a prearranged order, without any limit on the number of sequential forwards. This service is used to support key system functionality. Key systems typically ring all available lines in a specified order for incoming calls, regardless of the number dialed to reach the company. For example, when calling a technical support hotline, the user dials 1-300-555-HEL. That number attempts to ring line 1 of the company. If line 1 is busy, it attempts to ring line 2. If line 2 is busy ... and so on. If all lines are busy, the call can be sent to Voice Messaging or	Phone n/a Portal Define Series Completion Group

	another assigned service of the group. Similarly, if all lines or users of this company were assigned to a Series Completion group, engine acts just like a key system.	
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Section Four – Tariffs

Section Four sets out the monthly Service Tariff and standard call charges.

Details pertaining to the Tariff are also available at www.engin.com.au. We reserve the right to make changes to or terminate tariffs at our discretion. Any Tariff change that may be detrimental to the customer will be communicated via email to the customers nominated email address a minimum of 21 days before being effected.

Please be advised that all calls will be mapped to the prescribed terminating point by engin's underlying carriers. engin bears no responsibility for the ways in which these carriers map and terminate these calls i.e. All calls made will be mapped in a manner that would see the call terminate in an industry recognised zoning unit, however engin makes no guarantee that calls will be mapped according to your expectations. All costs passed on by our underlying carriers will be passed on to you as the consumer. Although engin will regularly review call mapping to ensure maximum accuracy, engin makes no guarantee that calls will be mapped according to your expectations.

For example, if you call a disputed international destination, the call will be routed to an industry recognised zoning unit, and this terminating point may not conform to your expectation.

The Hosted Phone plan, ePBX, will be sold per line with a minimum order of four user licenses. Furthermore, you are required to purchase a mandatory block of ten numbers, even if all the numbers are not to be used. Accordingly, the minimum monthly investment for the Service will be AU\$41.50.

Additional Services, such as an Outlook Assistant license may also be purchased at a nominal monthly fee. Calls will be charged the applicable rate for the destination you are calling for the first full minute and per second thereafter.

Please be advised that Mobile to International Service interconnectivity is not supported by engin. If you call an Australian Mobile Service to interconnect to an International Destination, you will be affected.

4.1 Monthly Service Tariff for ePBX

Service	Monthly charge
ePBX User license (priced per license) Minimum 4 licenses <i>(This is a mandatory feature)</i>	\$9.50 \$38 (minimum)
Block of 10 numbers <i>(This is a mandatory feature)</i>	\$3.50
Auto-Attendant (Priced per menu) <i>(This is an optional feature)</i>	\$11.95
Faxmail (Priced per line) Requires a user account with voicemail enabled <i>(This is an optional feature)</i>	\$.99
Outlook Assistant (Priced per line) Requires a user account with voicemail enabled <i>(This is an optional feature)</i>	\$.99

4.2 Call Rates for ePBX

You will be charged for all connected calls, regardless of whether the calls have been made with or without your consent.

In the case of International Calls, they will be charged the applicable rate for the destination you are calling for the first full minute and per second thereafter.

Please be advised that International Calls will be mapped to international destinations by engin's underlying carriers. engin bears no responsibility for the ways in which carriers map international calls (e.g. Calls made to disputed territories will be mapped in a manner that would see the call terminate in a different zoning unit). All costs passed on by our underlying carriers will be passed on to you - the consumer. engin makes no guarantee that calls will be mapped according to your expectations.

For International Call rates please refer to the engin website www.engin.com.au

Please note that if only one call rate is shown for a particular destination, then that rate shall apply to both calls to mobile phones and fixed line numbers within that country.

Call charges include GST and are rounded up to the nearest whole cent on individual calls.

International Call rates are subject to change at any time, without notice, in accordance with the relevant Industry Codes.

Call	Rate
Local	\$0.10 per call
National	\$0.10 per call
Mobile	\$0.17 per minute
International	Starts at \$0.019 per minute
Service Calls	\$0.28 per call

4.3 Special Service Call Rates for ePBX

Connected calls with duration of 1 or more seconds will be charged, as advised below. Timed calls will be charged the applicable rate for the destination you are calling for the first full minute and per second thereafter.

Special Service	Rate
1221 International faults & service difficulties	Not available for use.
1222 Call costs and enquiries (national & international) service	Not available for use
1225 International directory assistance service	\$2.20 (GST inclusive) fixed fee per call.
1234 Sensis	Not available for use
1223	\$0.66 (GST inclusive) fixed fee per call.
125 xx, 125 xxx, 125 xxxx Operator service	Not available for use
012 and 013 Operator service	Not available for use.
124xx, 124 xxx, 124 xxxx Operator service	Not available for use
12711 Pre-selection verification service	Not available for use.
13xx xxx xxx Local rate service	\$0.28 (GST inclusive) fixed fee per call
13x xxx Local rate service	\$0.28 (GST inclusive) fixed fee per call

1345 xxxx Local rate service	Not available for use.
18xx xxx xxx Freephone service	Free of engine charges.
19xx xxx xxx Premium rate service	Not available for use.
019 Data Numbers	\$0.28 (GST inclusive) fixed fee per call
189 xx Calling Card service	\$0.10 (GST inclusive) fixed fee per call
Australian Mobile to International Interconnect	Not available for use.

Section Five – Miscellaneous Costs

Certain miscellaneous costs apply to the end user, and they are detailed below.

Description	Cost
<p><u>Late Payment fee</u> The late payment fee may apply to customers who do not pay their invoice in full on the Due Date.</p>	<p>\$5.50 (GST inc.)</p>
<p><u>Refer to Drawer fee</u> Where your cheque or direct debit payment is dishonoured.</p>	<p>\$22.00 per dishonoured payment (GST inc.)</p>
<p><u>Reconnection of a suspended account</u> This fee is charged if your account is reconnected after having been suspended due to non-payment of an invoice/s. Together with this fee you are also required to pay the outstanding invoice/s owing, prior to the reconnection-taking place.</p>	<p>\$27.50 (GST inc.)</p>
<p><u>Third party collections</u> Applicable once an account is passed to a third party collection agency. But only after the account has been disconnected due to non-payment, and previous Credit Control activity deemed futile.</p>	<p>\$55.00 or 17% of the disputed amount (GST inc.) (<i>Whichever is the larger</i>)</p>
<p><u>Account split/account merge fee</u> Applicable when a customer requests to have the phone numbers from their account split into separate accounts. or to have separate accounts merged into a single account.</p>	<p>\$11.00 (GST inc.)</p>
<p><u>Hardcopy (paper) invoice</u> The charge applies to each hardcopy invoice you request in addition to your e-mail invoice automatically sent on your invoice issue date each month.</p>	<p>\$5.50 per hardcopy invoice (GST inc.)</p>
<p><u>Number Selection</u> Applicable if you request a specific geographic number and this number is issued to you for use.</p>	<p>\$49.95 one-off fee (GST inc.)</p>

<p><u>Number Swapping</u> At its sole discretion, engin may permit a customer to swap their phone number</p> <p>The customer must allow 5 working days for completion of the process.</p> <p>IMPORTANT - At anytime engin reserves the right, or upon instruction from a government agency to refuse a customer the ability to swap their number between devices without explanation or reason.</p>	<p>\$20.00 per swap (GST inc.)</p>
<p><u>BPAY Surcharge</u> For every payment made using BPAY as you method of payment</p>	<p>\$1.00 per transaction (GST inc.)</p>
<p><u>Access to personal information</u> In accordance with the National Privacy Principles, engin must provide the customer with access to collated information at a customer's request.</p> <p>N.B. customer information is archived 3 months after the account is disconnected.</p>	<p><i>For a copy of all personal customer information held by engin:</i></p> <p>\$12.50 per request (GST inc.), per service number</p> <p><i>Retrieval, access and provision of archived customer information:</i></p> <p>\$32.50 per request (GST inc.), per service number</p>
<p><u>Incomplete Return Charge</u> All hardware that is returned to engin, must be returned in the original condition in which it was received by the customer, inclusive of the hardware, all cabling, manuals and any other included parts. If the hardware is returned without all the necessary components, you will be charged a fee. If the hardware is damaged, you will be charged the RRP of the package.</p>	<p>A \$25.00 (GST inc.) fee applies for incomplete returns.</p>
<p><u>Postage & Handling</u> Orders/hardware purchased directly from engin over the phone or via the website will attract this fee.</p> <p>Providing the ordered product is in stock, engin will endeavour to despatch your order by the following business day.</p> <p>Delivery within Australia is generally 5-7 business days. During festive occasions, sale periods and special promotion offers, delivery may take longer.</p>	<p>\$14.95 (GST inc.) per consignment</p>