

Critical Information Summary

ECN 1300/1800 Inbound



INFORMATION ABOUT SERVICES

Service Description

The ECN Business Inbound plans are a convenient way to allow your customers to call your business for the cost of a local, untimed call (1300) or at no cost (1800) from most fixed-line phones in Australia (additional charges apply to the caller when calling from a mobile). You can transfer your existing inbound phone number or connect a new number with ECN.

Availability

The service is available to customers with a current Australian Business Number (ABN).

Usage & promotional discounts

Pricing on this Critical Information Summary does not consider any promotional discounts or custom pricing.

Smartnumbers®

Smartnumbers are distinctive patterned numbers (eg. 1800 222 222). Entities may purchase the rights of use through the ACMA's Numbering System (<https://www.thenumberingsystem.com.au>). Once a right of use has been obtained the number can be activated with ECN.

Please note: ECN has no control over Smartnumber® pricing, this is controlled by the ACMA Government Levy. The Government Levy is applicable to all 6-digit One3 (13x xxx) and One8 (18x xxx) numbers, which incur a charge per month in accordance with the Telecommunications (Numbering Charges) Act 1997. The Government Levy is subject to change at any time, including within the minimum contract term.

Minimum Access Requirements

In order to access the Service, you will need an additional Fixed Line, SIP Voice or Mobile telephone service (not included).

What's Included/Excluded?

There are no inclusions with this plan. All calls are tolled in addition to the minimum monthly charge.

If you wish to transfer your existing Inbound number for use with ECN, a port will be required - Inbound Ports are included free of charge. Inbound ports are conducted in accordance with the INMS business rules.

We retain call recordings or voicemails for 90 days, or while a number that the call came in on is connected with us and in good standing. For important call recordings or voicemails you agree to download them and back them up on your own computer systems.

Minimum Term

ECN Inbound services have no minimum contract term. See Minimum Total Cost applicable to each plan in the Information about pricing section.

Configuration & Variation Charges

Initial Inbound configuration, subsequent variations and emergency changes may be subject to additional charges per setup or change. We will advise if these are applicable to you.

Port Away Charge

Should you Port Away your Inbound number to another provider a \$100 fee will be applied to your account.

Early Termination Charges

This plan has no minimum term and as a result no early cancellation fees are applied. A port away charge will apply to a service moved to another provider.

Other Charges

We will give you 30- days' notice before any increase in monthly rental or call rates takes place.

Set-up Charges

To set up a number supplied by ECN you will be charged a \$75 setup fee. This fee applies once to each number purchased.

Billing

The pricing outlined in this Critical Information Summary are based on a full billing cycle.

When your service becomes active with ECN, your first bill will include:

- A partial monthly charge for the days remaining in current billing period.
- Your minimum monthly charge in advance, and
- Any additional/non-recurrent charges (e.g. call charges, connection, hardware fees etc).

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1300/1800 Inbound Information about Pricing (all prices include GST)

	1300	1800
Set up Fee	\$75.00	\$75.00
Monthly Line Rental	\$22.00	\$22.00

Tariff (all prices include GST)

	1300 to Landline	1300 to Mobile	1800 to Landline	1800 to Mobile	Min Call Charges
Pricing*	\$0.09	\$0.33	\$0.09	\$0.40	\$0.05

*Call usage subject to ECN Acceptable Usage Policy available at www.ecn.net.au

Other Information

myECN Portal

You can monitor your call usage by logging into Your Account online at <https://my.ecn.net.au>

Customer Support

Customer Service

Email: service@ecn.net.au
Phone: 1300 790 111

Technical Support

Email: support@ecn.net.au
Phone: 1300 790 111

Complaints Handling

We're Here to Help

If you have any questions, just call us on 1300 790 111 so we can serve you better or you can visit us at www.ecn.net.au for additional information, including to access information about your usage of the service.

If you have a dispute with ECN and wish to make a complaint please visit view our policy at: www.ecn.net.au/policy

You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at www.tio.com.au.

ECN Pty Ltd

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