

# Critical Information Summary

ECN Business Data - 4G



## INFORMATION ABOUT SERVICES

### Service Description

ECN Business Data - 4G plans offer 4G mobile broadband service that allows customers to access the Internet remotely and wirelessly on a 12-month term which includes an allowance of National Data.

The National Data allowance includes any usage (both uploads and downloads) used only in Australia, and expires at the end of each month. This is a stand-alone service and is not bundled with any other product.

### Availability

Data is only offered inside Australia, you cannot use your included mobile data allowance if you are overseas or in an area without coverage. For coverage see:

<https://www.optus.com.au/shop/mobile/network/coverage>

### Limitations

If this service is purchased as a backup service - for use if there is an outage of the fixed broadband service at your premises - this service will not work if there is an interruption to your mains power. If you misuse the backup service we may: Suspend or limit your mobile broadband backup service; and/or cancel your mobile broadband backup service by giving you at least 5 business days notice. Please see our Acceptable Use Policy at: [www.ecn.net.au/policy](http://www.ecn.net.au/policy)

### Speeds

Each ECN mobile plan comes with a monthly allowance of data represented in gigabytes. 1024 megabytes equals 1 gigabyte.

ECN Business Internet - 4G Plans are provided as per the plans in the '4G - Information about Pricing' table below. The actual speeds for the service may be slower and vary due to many factors including type/source of content being downloaded, hardware and software configuration, the number of users and performance of interconnecting infrastructure not operated by ECN.

### Equipment Required

The ECN Business Data - 4G service uses a mobile SIM card and requires a compatible 4G mobile broadband modem which is not supplied as part of the standard ECN Business Data - 4G offer. ECN can supply 4G compatible modems (please contact ECN

on 1300 790 111 for more information). The 4G mobile broadband modem is required to be operated inside the mobile data network coverage area.

### Minimum Term

ECN Business Data - 4G services are available on 12-month minimum contract terms. See Minimum Total Cost applicable to each plan in the '4G Information about Pricing' section.

Any unused data from one 4G plan cannot be transferred into the following month if unused. Making Voice calls and sending messages (SMS and MMS) are not included on this service, and are permanently barred.

### Cancellation/Early Termination Charges

To cancel/terminate an ECN Business Data - 4G service, you must provide ECN 30 days notice in writing. For ECN Business Data - 4G, terminating a contract within the first 12 months will require that the remaining balance of the full 12-month contract is paid to ECN. Terminating a contract outside of the first 12 months for ECN Business Data - 4G will not attract any termination charges. You will be billed for use in the month in which you notify in writing your wish to terminate your contract.

### Changes to Contract

You can change your ECN Business Data - 4G during the term of your agreement. Each time you change your plan in the first 6 months of your 12-month agreement, you will be charged a \$300.00 (Inc. GST) change fee. If you change your plan after the first 6 months of your 12-month agreement, each time you change your plan you will be charged a \$115.00 (Inc. GST) change fee. If you downgrade your 4G Plan after the first 12 months, each time you downgrade your plan, you will be charged \$50.00 (Inc. GST). If you upgrade your 4G Plan after the first 12 months, you will not be charged an upgrade fee. If we suspend or disconnect your ECN Business Data - 4G (for example, for non-payment of your account), you will be charged a \$49.00 re-connection fee.

### Billing

This is a post-paid service. You will be billed monthly, with invoices sent to your registered email address. Depending on your plan, an activation fee may be payable.

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## Excess Data Usage

Excess Usage is not an available option. Once your monthly National Data allowance is used, your 4G service will lock for the remainder of that monthly allowance plan period. Your ECN Business Data - 4G service will become unlocked on the first day of your

new monthly National Data allowance period with your full monthly National Data allowance available for that month. Your monthly National Data allowance period commencement date is the 1st calendar day of each month.

## 4G - Information about Pricing (all prices include GST)

4G Plans	4G Mobile Plan Types			
	8GB Plan	25GB Plan	50GB Plan	140GB Plan
Monthly Charge	\$39.95	\$89.95	\$119.95	\$149.95
Speed	Best Possible	Best Possible	Best Possible	Best Possible
Monthly Data Allowance	8Gigabytes*	25Gigabytes*	50Gigabytes*	140Gigabytes*
Modem Rental	N/A	N/A	N/A	N/A
Minimum Cost 12 Months	\$479.40	\$1,079.40	\$1,499.40	\$1,799.40
Maximum ETC	\$479.40	\$1,079.40	\$1,499.40	\$1,799.40
Plan Change fee (During First 6 months of contract)				\$300.00 (per change)
Plan Change fee (During Last 6 months of contract)				\$115.00 (per change)
Out of Contract Plan Downgrade				\$ 50.00 (per change)
Out of contract Plan Upgrade				\$ 0.00 (per change)
Upfront Fees	\$49.00 Activation Fee. \$25.00 Delivery Fee for Hardware if required			

\*All plans are hard capped with no excess Data usage available. Service/s will lock until next monthly National Data allowance plan period commences.

## Other Information

### myECN Portal

You can monitor your internet and VoIP Call usage by logging into Your Account online at [www.ecn.net.au/myecnportal](http://www.ecn.net.au/myecnportal)

### Customer Support

#### Customer Service

Email: [service@ecn.net.au](mailto:service@ecn.net.au)  
Phone: 1300 790 111

#### Technical Support

Email: [support@ecn.net.au](mailto: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](http://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](http://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](http://www.tio.com.au).

## ECN Pty Ltd

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