

Critical Information Summary

ECN Business Internet –Business Broadband



INFORMATION ABOUT SERVICE

Service Description

ECN's Business Internet services are delivered via the National Broadband Network (nbn™) using FTTP, FTTB, FTTN, FTTC, HFC or ADSL2+ technology to the network boundary point of your premises. Key information about this plan:

- 1 Static IP Address (IPv4) included •
- No Peak or Off Peak metering
- Uploads and Downloads counted

Availability

The service is available to business customers with a current Australian Business Number (ABN) and is also subject to availability of ports at the telephone exchange your phone line is connected to. You can check the availability of this service on our website.

ECN Business Internet is available subject to infrastructure availability at customer's premises. ADSL2+ services and certain nbn™ service technology types (FTTN, FTTB and FTTC) require a standard PSTN copper line to be connected at the premises.

Once you connect an nbn™ service, you won't be able to move your service back to the existing copper network. You may upgrade your speed tier once per month. You cannot downgrade your speed tier or plan while within contract term.

Speeds

Plans delivered on the nbn network are provided as per the bands in the 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.

Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable.

Equipment Required

You need an nbn™ compatible modem to connect your devices to ECN nbn™ Internet services.

If we find that you will require a technician visit to perform an installation, we will provide a quote for services separately to the registration process.

What is not included in this plan

The plan fee does not include an ADSL2+ Broadband Modem/Router unless you purchase one in addition to your plan and a PSTN service, which you must have into order to receive a Broadband ADSL service.

Battery Backup / Power Outages

These plans exclude an NBN Battery Backup unit and means your voice and data services will be temporarily unavailable for the duration of the power outage.

Excess Data Charges

No excess usage charges apply. Your internet speed will reduce to 256kbps for the remainder of the billing month once you have reached your monthly allowance. Data packs can be purchased which will restore your internet speed until the data pack has been used.

New Development Fee

If you are in a new development area, NBNC may charge \$300 to connect your premises. If applicable, we will bill that charge to you.

Minimum Term

Business Internet service are available on 12-month minimum contract terms. See Minimum Total Cost applicable to each plan in the Information about Pricing section.

Cancellation/Early Termination Charges

For ECN, standard nbn™ terminating a contract within the first 12 months will require that the remaining balance of the full 12-month contract is paid to ECN.

Early termination charges apply based on: Months Remaining x Minimum Monthly Charge. Early termination charges will not be higher than the total minimum cost (see pricing table)

Changes to Contract

You can upgrade your standard nbn™ package speed at any time for \$59.00 (Inc. GST). Please contract ECN for POA. Reconnection fee is \$150.00 (Inc. gst).

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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.

Business Broadband - Information about Pricing (all prices include GST)

Business Broadband Plans	nbn™ Business Standard Options	
	500GB Business Broadband	Unmetered Business Broadband & Private IP
Monthly Charge	\$99.95	\$119.95
Speed	50/20	50/20
Monthly Data Allowance	500Gigabytes	Unmetered#
Modem Rental*	N/A	N/A
Minimum Cost (12 months)	\$1,199.40	\$1,439.40
Maximum ETC	\$1,099.45	\$1,319.45
Upfront Fees	\$299.00 Activation Fee. \$25.00 Delivery Fee for Hardware if required	

*Modems available for purchase from \$269.00.

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

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

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.

Customer Support

Customer Service

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

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

Technical Support

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

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

Complaints Handling

We're Here to Help

ECN Pty Ltd

ABN 75 082 665 905

10 Benson Street, Toowong, Qld 4066