

INFORMATION ABOUT SERVICE

Service Description

ECN's Business Internet+ services are delivered via the National Broadband Network (nbn™) using FTTP, FTTB, FTTN, FTTC, or HFC 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 not counted
- Priority Traffic on the ECN Network
- Includes ECN supplied and managed router

Availability

The service is available to business customers with a current Australian Business Number (ABN) and is also subject to availability of NBN Co infrastructure at the requested service address. You can check the availability of this service on our website.

ECN Business Internet+ is available subject to infrastructure availability at customer's premises. 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, or 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 an Ethernet cable.

Equipment Included

ECN Business Internet+ services include an ECN supplied and managed router.

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. 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, NBN Co may charge \$300 to connect your premises. If applicable, we will bill that charge to you.

Minimum Term

Business Internet+ services are available on 24-month minimum contract terms. See Minimum Total Cost applicable to each plan in the Information About Pricing section.

Cancellation / Early Termination Charges

Terminating an ECN Business Internet+ contract within the first 24 months will require that the remaining balance of the full 24-month contract be 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 contact ECN for POA. Reconnection fee is \$150.00 (Inc. GST).

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 Internet+ - Information About Pricing (all prices include GST)

nbn™ Business Internet+ Options		
	Business Internet+ 50	Business Internet+ 100
Monthly Charge	\$214.95	\$249.95
Speed	50/20	100/40
Monthly Data Allowance	Unmetered*	Unmetered*
Modem Rental	Included	Included
Minimum Cost (24 Month contract)	\$5,158.80	\$5,988.00
Maximum ETC	\$4,943.85	\$5,748.85
Upfront Fees	\$299.00 Activation Fee. \$25.00 Delivery Fee for Hardware.	

*Unmetered Data must comply with ECN's Acceptable Use Policy. Refer to <https://www.ecn.net.au/policy>

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

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 service usage.

If you have a dispute with ECN and wish to make a complaint please 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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