

# Critical Information Summary

ECN Business Internet –Enhanced Broadband



## INFORMATION ABOUT SERVICES

### Service Description

The service is an enhanced business internet service over the nbn™ available to business customers. The service is a broadband service which uses the nbn™ network utilising dedicated backhaul, and a dedicated NTU (Network Terminations Unit) and provides access to the Internet and related services, such as VoIP and email and comes with a private static IP address.

The service has the following options:

- ECN supplied and managed router
- Enhanced Service Assurance (Restoration)
- Speed Boost upgrade to 100/40Mbps

### Bundling requirements

ECN does not require that you bundle this service with any other service.

### Availability

ECN Business Internet is available subject to infrastructure availability at customer's premises. Certain nbn™ service technology types (HFC, Fixed Wireless) are not compatible with nbn™ Enhanced Broadband. FTTN FTTB and FTTC) require a standard PSTN copper line to be connected at the premises. To check for availability, please use the address checker at [www.ecn.net.au](http://www.ecn.net.au) or call 1300 790 111

### 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. This Service provides a maximum access line speed of 50Mbps (download) and 20Mbps (upload).

Additional upgrade provides a maximum access line speed of 100Mbps (download) and 40Mbps (upload).

### Equipment Required

You need an nbn™ Enhanced Broadband compatible modem to connect your devices to ECN nbn™ Enhanced Broadband 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.

### Minimum Term

Business Internet service are available on 36-month minimum contract terms. See Minimum Total Cost applicable to each plan in the Information about Pricing section.

### Cancellation/Early Termination Charges

For Enhanced nbn™, terminating a contract within the first 36 months will require that the balance of the remaining full 36 months of the contract is paid to ECN. Terminating a contract outside of the first 36 months for ECN Enhanced nbn™ will not attract any termination charges. ECN requires 30 Days written notice to terminate an nbn Enhanced Broadband internet service. 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 cannot upgrade or downgrade your nbn™ Enhanced Broadband internet service once ECN have accepted your order and created your Order Acceptance Notice. If relocating an ECN nbn™ Enhanced Broadband internet a \$199.00 (Inc. GST) fee will apply for reconnection.

### 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. ECN offers Business Internet services via the National Broadband Network (nbn™) as either a Standard service or an Enhanced Broadband internet service. Monthly service rental charges are billed in advance.

## Enhanced Broadband - Information about Pricing (all prices include GST)

Enhanced Broadband	nbn™ Business Enhanced Options	
	Business Enhanced BYO Modem Plan#	Business Enhanced Enterprise Bundle Plan#
Monthly Charge	\$328.90	\$438.90
Speed	50/20Megabits/second^	50/20Megabits/second^
Monthly Data Allowance	Unmetered*	Unmetered*
Modem Rental	N/A	included
Minimum Cost (36 months)	\$11,840.40	\$15,800.40
Maximum ETC	\$11,511.50	\$15,361.50
Upfront Fees	\$0.00 Activation Fee. \$25.00 Delivery Fee for Hardware if required.	

\*Unmetered usage subject to ECN Acceptable Usage Policy available at [www.ecn.net.au](http://www.ecn.net.au)

# Critical Information Summary

ECN Business Internet –Enhanced Broadband



## Optional Service Add-ons (all prices include GST)

Add-on	ECN Monthly Fees
Speed Boost (100/40 option) ^	\$55.00
Enhanced SLA (12 hrs) #	\$55.00
Enhanced SLA (8 hrs)	\$82.50

Add-on	nbn™ Modem Fees
BYO Modem	\$ 0.00
Standard Modem	\$799.00
Advanced Modem*	\$880.00

#12hr Enhanced SLA included in Business Enhanced Enterprise Bundle Plan

^ Speed Boost is also based on best efforts and service speed is not guaranteed

\*An ECN Advanced Modem is required for certain enhanced nbn™ types. Call ECN for advice on compatible modem models on 1300 790 111

## 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

ABN 75 082 665 905

10 Benson Street, Toowong, Qld 4066