

# Critical Information Summary

ECN Home Internet nbn™/ADSL2+



## INFORMATION ABOUT SERVICES

### Service Description

ECN's Home 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.

### Availability

ECN services on the nbn™ are not available in all areas or premises. Internet services on nbn™ is only available in selected areas at premises which can be physically connected to the Network over the nbn™ or where connection will be possible within three months based on rollout information provided by nbn™ Co which is subject to change. Until ECN successfully installs your service we cannot guarantee that the service can be installed at your address.

### Speeds

Typical Evening (Download) Speed is measured between 7pm and 11pm. 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.

Typically, slower speeds experience is due to several factors including demand on the network and local conditions such as internet traffic, your line condition, your hardware and software, the data source or destination and your location that prevent or interfere with reception and speed.

### Equipment Required

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. You need an nbn™ compatible modem to connect your devices to ECN nbn™ Internet services. See also "Add-ons" below.

### Add-ons

**ECN Voice Add-on:** This add-on allows you to make Unmetered Local Calls (excluding 13/1300 numbers), Unmetered Standard National Calls to Landlines and Unmetered calls to Standard Australian Mobiles. Calls to 19/1900 numbers are not supported. Charges for calls made that are not included in the add-on (e.g. calls to 13/1300, International Calls) will be charged at listed ECN rates and itemised as extras on your monthly invoice/bill. The service is for residential consumers only and may not be used for commercial purposes.

Once an ECN Voice Add-on is purchased you cannot separately cancel the Internet component. Cancellation of the Internet service will cancel the Voice Add-on.

**Modem:** ECN Voice requires an Internet Voice enabled modem that can be supplied by ECN or you can Bring Your Own (BYO devices will not receive technical support).

### Minimum Term

Plans are supplied on either a no lock-in contract (customers are permitted to terminate the service by giving 30 day's notice) or 24 month contract term (early termination fees apply). See Minimum Total Cost applicable to each plan in the Information about Pricing section.

### 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. Call charges outside of included calls will be itemised and added to your monthly bill with the Voice add-on.

## Information on nbn™ Pricing (all prices include GST)

Plan	nbn™		
	ECN Standard	ECN Power	ECN Super
Download Speed (typical evening speed)	12 Mbps	45 Mbps	80 Mbps
Monthly Charge	\$74.95	\$84.95	\$129.95
Monthly Data Allowance	Unmetered*	Unmetered*	Unmetered*
Minimum Total Cost (24 Months)	\$1,798.80	\$2,038.80	\$3,118.80
Minimum Charge 1 <sup>st</sup> Month (24 Month contract)	\$74.95	\$84.95	\$129.95
Upfront fees	\$199.00 Activation Fee on Contracts under 24 months \$15.00 Delivery Fee for Hardware if required Contract Payout Fee of up to \$450.00		
Early Termination Charge			
Change of Speed Fee	\$59.00		
Relocation or Moving Home Fee	\$199.00		

\*Unmetered Data within ECN Acceptable Use Policy. Refer to <https://www.ecn.net.au/policy>

# Critical Information Summary

ECN Home Internet nbn™/ADSL2+



## Information on ADSL2+ Pricing (all prices include GST)

Plan	ADSL2+	
	ECN 250	ECN Unmetered
Download Speed (typical evening speed)	Best Available*	Best Available*
Monthly Charge	\$49.95	\$79.95
Monthly Data Allowance	250 GB	Unmetered**
Minimum Total Cost (24 Months)	\$1,198.80	\$1,918.80
Minimum Charge 1 <sup>st</sup> Month (24 Month contract)	\$49.95	\$79.95
Minimum Charge 1 <sup>st</sup> Month (No Lock-in Contract)	\$99.95	\$129.95
Upfront fees	\$50.00 Activation Fee on Contracts under 24 months \$15.00 Delivery Fee for Hardware if required	
Early Termination Charge	\$50.00	
Change of Plan fee	\$0.00	
Relocation or Moving Home Fee	\$50.00	

\*ADSL and ADSL2+ services are all supplied at best available speeds. Speeds are limited by network infrastructure and other factors including congestion at peak usage times.

\*\* Unmetered Data within ECN Acceptable Use Policy. Refer to <https://www.ecn.net.au/policy>

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

Add-on	ECN Internet Voice Fees
ECN Voice Monthly Charge	\$10.00
Local Calls	Unmetered
Standard National Calls	Unmetered
13/1300	\$0.27 per call Post Paid
Standard Australian Mobiles	Unmetered

Add-on	nbn™ Modem Fees
BYO Modem	\$0.00
Standard Modem	\$59.00
Advanced Modem	\$179.00

An ECN Advanced Modem is required to activate Internet Voice calls on an nbn™ plan. ECN does not include Handsets on any plans. Call ECN for advice on compatible handset and modem models on 1300 790 111

## Other Information

### myECN Portal

You can monitor your Voice Service 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 (select option 1)

#### Technical Support

Email: [support@ecn.net.au](mailto:support@ecn.net.au)

Phone: 1300 790 111 (select option 2)

## 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).

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