

BizLink Private IP

Information about the Service

ECN BizLink High Speed ADSL delivers performance internet using ADSL2+ technology. In areas where ADSL2+ is not available ECN will deliver the highest available speed.

Service Requirements

- **Delivery:** BizLink services that are not to be delivered over a ULL require a standard phone service for installation. Phone services can be sourced from ECN directly (from \$39.95 / Month) or through another provider. Alternatively you can use an existing service. To check if your line is compatible please contact ECN.
- **Hardware:** ADSL services connect using an ADSL2+ Modem. ECN can sell modems to you preconfigured, for the cost of these devices see the BizLink Application for or contact ECN directly. If you already have a modem or would like to source your modem elsewhere ECN will provide you connection details which you will need to enter into the modem yourself. Please ensure any modem sourced elsewhere is ADSL2+ compatible.

Minimum Term

BizLink Services are available on 12 or 24 Month contract terms. 12 Month Term applies to all standard BizLink connections. A 24 Month term applies when requesting a free 1 Port ADSL2+ Modem at time of connection. Contracts terms are taken from the service connection date.

Inclusions

- BizLink services come with complimentary business hours support.
- All BizLink services come with unlimited data across the private network.

Information About Pricing

Monthly Charge

Your monthly charge is determined by your selected BizLink Service Plan a summary of Plan Charges is included in the table below.

BizLink Service Plan	Monthly Charge
BizLink	\$149.00

Excess Usage

BizLink services come with unlimited data across the private network. Internet access for all sites on a private network is provided through a Central Gateway. Please refer to your Central Gateway plan for data rates.

Setup Fees

BizLink setup fees depend on the type of installation requested:

Type of Setup	Description	Fee
Service Activation	Activation of a new service.	\$150.00
Service Upgrade	Upgrade from an existing slower service provided by ECN.	\$0.00
Service Migration	Bringing your existing ADSL with another provider to ECN.	\$49.00
Service Relocation	Moving and existing ECN ADSL service from one site to another.	\$99.00

Cancellation & Early Termination Fees

- If you are on a 12 month contract term the maximum early termination fee applicable is \$150.00 if you cancel within the first 12 Months
- If you are on a 24 month contract term the maximum early termination fee applicable is \$250.00 if you cancel within the first 12 Months and \$150 if you cancel between 12 and 24 month into the contract term.
- Cancelling the service outside of your contract term incurs no termination fee, invoices issued prior to cancellation will still be due for payment.
- If a service is relocated within 12 months a fee of \$150.00 is applicable in addition to the standard relocation fee.

Other Information

Here to help

ECN Staff are available to help you all you need to do is contact us.

Department	What can we help you with	Contact Information
Ordering	Advice on choosing the correct new service and updates on existing orders. Modifications to existing services.	Email: service@ecn.net.au Phone: 1300 790 111
Support	Issues with existing ECN services.	Email: support@ecn.net.au Phone: 1300 790 111 Web: www.ecn.net.au/custservice_support.php
Accounts	Billing payments and disputes.	Email: accounts@ecn.net.au Phone: 1300 790 111 Web: www.ecn.net.au/custservice_billing.php
Complaints	Problems relating to ECN's dealings with you.	Email: complaints@ecn.net.au Phone: 1300 790 111 Web: www.ecn.net.au/custservice_complaints.php

Our Website

Our website contains lots of useful information and tools, we also have an extremely functional customer portal for existing clients to manage their connections, contact support and ordering services.

Website: www.ecn.net.au

Customer Portal: my.ecn.net.au

The TIO

ECN is a member of the Telecommunications Industry Ombudsman (TIO). If you make a complaint to ECN and it remains unresolved after following the ECN complaints handling process you may contact the TIO for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at www.tio.com.au/making-a-complaint