

CRITICAL INFORMATION SUMMARY

BizLink NBN Private IP

Information about the Service

ECN BizLink NBN delivers performance internet using the NBN (National Broadband Network). In areas where NBN is not yet available ECN can offer ADSL based products.

Service Requirements

- **Delivery:** BizLink NBN services are delivered over the National Broadband Network. You can check if you are in an NBN coverage area by clicking on the 'Check NBN Availability' link under the NBN section of our website.
- **Hardware:** NBN will install a termination unit in your building or in your premises, to connect to this you will require a router. ECN can provide preconfigured routers, for the cost of these devices see the Bizlink NBN Application form or contact ECN directly. If you already have a router or would like to source your router elsewhere ECN will provide you connection details which you will need to enter into the router yourself. Please ensure any router sourced elsewhere is NBN compatible.

Minimum Term

BizLink Services are available on a 12 Month contract term. Contracts terms are taken from the service connection date.

Inclusions

- BizLink services come with complimentary business hours support
- All BizLink NBN services come with 200GB of Private Network traffic

Information about Pricing

Monthly Charge

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

PowerNET Business NBN Plan	Monthly Charge	Total Minimum Rental Charge (12 Month Contract)*	Cost Per GB (1GB=1000MB)
BizLink NBN Lite	\$129.00	\$1,548.00	\$0.65
BizLink NBN Standard	\$149.00	\$1,788.00	\$0.75
BizLink NBN Standard Plus	\$169.00	\$2,028.00	\$0.85
BizLink NBN Power	\$179.00	\$2,148.00	\$0.90
BizLink NBN Lite 500GB	\$179.00	\$2,148.00	\$0.36
BizLink NBN Standard 500GB	\$199.00	\$2,388.00	\$0.40
BizLink NBN Standard Plus 500GB	\$219.00	\$2,628.00	\$0.44
BizLink NBN Power 500GB	\$229.00	\$2,748.00	\$0.46
BizLink NBN Lite 1TB	\$229.00	\$2,748.00	\$0.23
BizLink NBN Standard 1TB	\$249.00	\$2,988.00	\$0.25
BizLink NBN Standard Plus 1TB	\$269.00	\$3,228.00	\$0.27
BizLink NBN Power 1TB	\$279.00	\$3,348.00	\$0.28

*Does not include installation charges or hardware

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Excess Usage

BizLink services come with a data transfer allocation across the private network. Excess data will not be charged however the connection will be shaped to 512/512k. You can upgrade to 1M/1M shaping for a monthly fee of \$50.00. Please refer to your Central Gateway plan for internet 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.	\$48.00
Service Upgrade	Upgrade from an existing slower service provided by ECN.	\$30.00
Service Migration	Bringing your existing ADSL with another provider to ECN.	\$48.00
Service Relocation	Moving and existing ECN ADSL service from one site to another.	\$48.00

Cancellation & Early Termination Fees

- The maximum early termination fee applicable is \$150.00 if you cancel within the first 12 Months
- 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