

ECN Business Phone Line

Information about the Service

ECN Business Phone line delivers a standard Telstra business PSTN line compatible with all standard business line features and add-ons.

Availability

To qualify for ECN Business Phone Line you must:

- Have a valid ABN or ACN number
- Be connected to the Telstra PSTN network

Minimum Term

3 Month Term applies to all standard ECN Business Phone line connections.

Information about Pricing

Minimum Monthly Charge

Your monthly charge for a single ECN Business Phone line is \$39.95

Call Charges in Australia

Call Type	Charge
Local	15c per call
National	10c per minute
Mobile	25c per minute
13 & 1300 numbers	25.4c per call
Minimum Call Charge	5c

Calls to International Numbers

Please refer to your Agreement for the per minute call rates to fixed serves in each country. If you do not already have agreed international rates please contact ECN.

Charging Granularity

Any charge based on a per minute rate is charged per second at the per minute rate.

ACT Customers

If your telephone line is at an address within the ACT Government area (including the Jervis Bay area of NSW) you may be charged an ACT Government Utilities Tax Charge in addition to your monthly charge. We charge this annually based on the number of services you have in the ACT Government area.

Setup Fees

A connection charges applies to connect your PSTN service as defined in the table below, any cabling required beyond the network boundary is subject to additional charges.

Type of Setup	Fee
Each new connection of a telephone line without a technician visit	\$59.00
Each new connection of a telephone line with a technician visit	\$125.00
Each new connection of a telephone line or a telephone line connection with a technician visit and cabling work	\$299.00

Cancellation & Early Termination Fees

- The maximum early termination fee applicable is the unpaid amount of the first three months rental.
- Cancelling the service outside of your contract term incurs no termination fee, invoices issued prior to cancellation will still be due for payment.

Billing Information

ECN will issue you a monthly bill for your service. Your first bill will include a proportion of your monthly charge as well as the full monthly charge for the following month. Each monthly invoice will contain usage charges for the preceding month and any unbilled usage charges for the proceeding 160 day period.

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