

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.

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.

Availability

ECN Internet is available subject to infrastructure availability at customer's premises. To check for availability, please use the address checker at www.ecn.net.au or call 1300 790 111

ECN Voice Add-on Arrangements

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.

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.

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.

Minimum Term

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

Add-ons

ECN Voice Add-on: This add-on allows you to make unlimited Local Calls (excluding 13/1300 numbers), unlimited Standard National Calls to Landlines and unlimited 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.

Modem: ECN Voice requires an Internet Voice enabled modem that can be supplied by ECN or you can Bring Your Own (BYO).

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	\$69.95	\$79.95	\$99.95
Monthly Data Allowance	Unlimited*	Unlimited*	Unlimited*
Minimum Total Cost (24 Months)	\$1,678.80	\$1,918.80	\$2,398.80
Minimum Charge 1 st Month (24 Month contract)	\$69.95	\$79.95	\$99.95
Minimum Charge 1 st Month (No Lock-in Contract)	\$268.95	\$278.95	\$298.95
Upfront fees	\$199.00 Activation Fee on Contracts under 24 months \$10.00 Delivery Fee for Hardware if required		
Early Termination Charge	Contract Payout Fee of up to \$450.00		
Change of Speed Fee	\$59.00		
Relocation or Moving Home Fee	\$199.00		

*Unlimited 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 Unlimited
Download Speed (typical evening speed)	Best Available*	Best Available*
Monthly Charge	\$49.95	\$79.95
Monthly Data Allowance	250 GB	Unlimited**
Minimum Total Cost (24 Months)	\$1,198.80	\$1,918.80
Minimum Charge 1 st Month (24 Month contract)	\$49.95	\$79.95
Minimum Charge 1 st Month (No Lock-in Contract)	\$99.95	\$129.95
Upfront fees	\$50.00 Activation Fee on Contracts under 24 months \$10.00 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

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Optional Service Add-ons (all prices include GST)

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

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

Usage Information

You can monitor your Voice Service usage by logging into Your Account online at www.ecn.net.au/myecnportal

Customer Support

Customer Service

Email: sales@ecn.net.au

Phone: 1300 790 111 (select option 1)

Technical Support

Email: support@ecn.net.au

Phone: 1300 790 111 (select option 2)

Complaints Handling

If you have a dispute with ECN and wish to make a complaint, please contact Customer Support by email: support@ecn.net.au or call 1300 790 111

Further Options

If you have escalated an issue within ECN and are not satisfied with our handling of your complaint, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman (telephone 1800 062 058).

ECN Pty Ltd

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