

CRITICAL INFORMATION SUMMARY

Fibre400

Information about the service

iFTTB services are delivered using optical fibre to a Network Termination Unit (NTU) and provide a 400Mbps symmetrical access to the network and include unlimited internet.

Service requirements

Availability

iFTTB is available in select buildings with existing fibre access to the network. Please contact ECN to confirm if your site is eligible for Fibre400 by email at service@ecn.net.au

- **Delivery:** Fibre400 services are delivered over fibre to a NTU. It is the responsibility of the building owner to ensure suitable infrastructure is in place to deliver the service to the tenancy. In some cases where infrastructure is not in place additional charges may be applicable to deliver the service. It is the responsibility of the customer to connect their own equipment to the NTU. The NTU has 4 10/100/1000 T-Base Ports. The customer is responsible for providing appropriate housing and power for the NTU.
- **Hardware:** The service will be delivered to a NTU which has 4 10/100/1000 T-Base Ports. The customer is responsible for connecting appropriate hardware to the NTU. ECN can optionally provide suitable hardware.

Speed of Service

Please note this service provides 400M/400M access and actual speeds will be slower and will vary due to a number of factors including hardware and software configuration, source and type of content downloaded, the number of users and performance of interconnecting infrastructure not operated by ECN.

Minimum Term

Fibre400 services are provided on a 36 month contract

Monthly Data Allowance

Unlimited data allocation. There are no data allowance restrictions associated with this service. Our Acceptable Usage Policy applies as per the contract Terms and Conditions.

Information about pricing

Charge Type	Charge Amount (ex GST)
Installation Fee	\$1999.00
Minimum Monthly Charge	\$399.00
Total Minimum Cost	\$16363.00
Early Termination Fee	Total of remaining monthly charges

Other Information

Here to Help

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

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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 order 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/makingacomplaint