

PowerNET 3G Pre-paid High Speed 3G

Information about the Service

ECN PowerNET 3G Pre-paid delivers performance internet using 3G technology.

Service Requirements

- **Hardware:** 3G services connect using a 3G USB Modem. ECN can sell modems to you preconfigured, for the cost of these devices see the PowerNET 3G Pre-paid Application form 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 compatible by contacting ECN.

Minimum Term

PowerNET 3G Pre-paid Services are not subject to a minimum term. Service activation and data is paid in advance. Pre-paid data top ups have an expiry term starting from date of purchase.

Inclusions

- PowerNET 3G Pre-paid services come with complimentary business hours support.
- All PowerNET 3G Pre-paid services come with a 300Mb starter data allowance.
- Additional Data may be purchased as data bundles.

Information About Pricing

Monthly Charge

There is no monthly fee for you ECN Pre-paid service, you top up your data when you want to.

ECN 3G Data Bundles

PowerNET 3G Pre-paid Data Bundle	Data Included	Top Up Charge	Expiry	Cost Per GB (1GB=1000MB)
PowerNET 3G Pre-paid1	1GB	\$29.95	30 Days	\$29.95
PowerNET 3G Pre-paid3	3GB	\$59.00	90 Days	\$19.67
PowerNET 3G Pre-paid6	6GB	\$100.00	90 Days	\$16.67
PowerNET 3G Pre-paid10	10GB	\$139.00	180 Days	\$13.90
PowerNET 3G Pre-paid15	15GB	\$189.00	365 Days	\$12.60

Excess Usage

Data on the PowerNET3G Pre-paid service is paid in advance as data top ups. Once all the data on a service has been used the service will cease to function until another data top up has been purchased.

Setup Fees

PowerNET 3G Pre-paid setup fees depend on the type of installation requested:

Type of Setup	Description	Fee
Service Activation with USB Modem	Activation of a new service including SIM and USB	\$99.00
Service Activation without USB Modem	Activation of a new SIM only	\$29.00

Cancellation & Early Termination Fees

As all services are pre-paid and no cancellation fee applies.

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: broadband@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/making-a-complaint