

PowerNET 3G Wireless Post Paid

Information about the Service

ECN PowerNET 3G Wireless 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 Wireless 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 Wireless Services are subject to a minimum term of 12 Months.

Inclusions

- PowerNET 3G Wireless services come with complimentary business hours support.
- All PowerNET 3G Wireless services come with a data allowance specified in the plan.
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PowerNET 3G Wireless Data Bundle	Data Included
PowerNET 3G Wireless100	0.1GB
PowerNET 3G Wireless2	2GB
PowerNET 3G Wireless4	4GB
PowerNET 3G Wireless10	10GB

Information About Pricing

Monthly Charge

Your monthly charge is determined by your selected PowerNET Service Plan a summary of Plan Charges is included in the table below along with a cost per MB of included data:

ECN 3G Data Bundles

PowerNET 3G Wireless Data Bundle	Monthly Charge	Cost Per GB (1GB=1000MB)	Total Minimum Spend including setup with USB Dongle
PowerNET 3G Wireless100	\$9.95	\$99.50	\$218.40
PowerNET 3G Wireless2	\$22.50	\$11.25	\$369.00
PowerNET 3G Wireless4	\$41.75	\$10.44	\$600.00
PowerNET 3G Wireless10	\$115.00	\$11.50	\$1479.00

Excess Usage

Excess usage on the 3G Post Paid services will be charged at 0.08c per Mb of data.

Setup Fees

PowerNET 3G Wireless 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

- If you are on a 12 month contract term 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.

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