

# CRITICAL INFORMATION SUMMARY

## PowerNET Business Naked DSL

### Information about the service

Information about the Service ECN PowerNET Business Naked DSL delivers performance internet using ADSL2+ technology without the requirement to have a working PSTN line. Naked DSL is available in selected areas. Please contact ECN to confirm availability.

#### Service requirements

- **Delivery:** Naked DSL services are delivered using a ULL. ULL stands for Unconditional Local Loop and refers to a pair of copper wires that would traditionally be used to deliver telephone services. In the case of Naked DSL you still require the copper pair however they will not provide you with a dial tone. To check if your line is compatible please contact ECN.
- **Hardware:** Naked DSL services connect using an ADSL2+ Modem. ECN can sell modems to you preconfigured, for the cost of these devices see the PowerNET Business Naked DSL Application for 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 ADSL2+ compatible.

#### Minimum Term

PowerNET Business Services are available on a 12 Month contract term. 12 Month Term applies to all standard PowerNET Business connections. Contracts terms are taken from the service connection date.

#### Inclusions

- PowerNET Business services come with complimentary business hours support.
- All PowerNET Business services come with a data allowance specified in the plan.
- Up to 5 complimentary email addresses (POP or IMAP)

### Information about pricing

#### Monthly Charge

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

PowerNET Business Naked DSL Service Plan	Monthly Charge	Total Minimum Rental Charge (12 Month Contract)*	Cost Per GB (1GB = 1000MB)
PowerNET Business Naked DSL 10	\$79.00	\$948.00	\$7.90
PowerNET Business Naked DSL 50	\$99.00	\$1188.00	\$1.98
PowerNET Business Naked DSL 200	\$149.00	\$1788	\$0.745

\*Does not include installation charges or hardware

#### Excess Usage

No excess usage charges will be applied at any time. If you exceed your monthly data allowance within one month then for the remainder of that month your speed will be slowed to 1Mbps. You may increase your data allowance by selecting a new PowerNET Business Naked DSL Service Plan with a higher included data amount. The new plan will continue for the remaining period of the contract.

#### Setup fees

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PowerNET Business Naked DSL setup fees depend on the type of installation requested:

Type of Setup	Description	Fee
Service Activation	Activation of a new service	\$99.00
Service Migration	Bringing your existing ADSL with another provider to ECN	\$99.00
Service Relocation	Moving an existing ECN ADSL service from one site to another	\$99.00

## ***Cancellation and Early Termination Fees***

- If you are on a 12 month contract term the maximum early termination fee applicable is \$199.00 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.
- If a service is relocated within 12 months a fee of \$199.00 is applicable in addition to the standard relocation fee.

## **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: <a href="mailto:broadband@ecn.net.au">broadband@ecn.net.au</a> Phone: 1300 790 111
Support	Issues with existing ECN services	Email: <a href="mailto:support@ecn.net.au">support@ecn.net.au</a> Phone: 1300 790 111 Web: <a href="http://www.ecn.net.au/custservice_support.php">www.ecn.net.au/custservice_support.php</a>
Accounts	Problems relating to ECN's dealings with you	Email: <a href="mailto:accounts@ecn.net.au">accounts@ecn.net.au</a> Phone: 1300 790 111 Web: <a href="http://www.ecn.net.au/custservice_billing.php">www.ecn.net.au/custservice_billing.php</a>
Complaints	Problems relating to ECN's dealings with you	Email: <a href="mailto:complaints@ecn.net.au">complaints@ecn.net.au</a> Phone: 1300 790 111 Web: <a href="http://www.ecn.net.au/custservice_complaints.php">www.ecn.net.au/custservice_complaints.php</a>

### **Our Website**

Our website contains lots of use information and tools, we also have an extremely functional customer portal for existing clients to manage their connections, contact support, and ordering services.

### **The TIO**

ECN is a matter 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](http://www.tio.com.au/making-a-complaint)