

CRITICAL INFORMATION SUMMARY

PowerNET High Speed ADSL

Information about the service

ECN PowerNET High Speed ADSL delivers performance internet using ADSL2+ technology. In areas where ADSL2+ is not available ECN will deliver the highest available speed.

Service requirements

- **Delivery:** PowerNET services that are not to be delivered over a ULL require a standard phone service for installation. Phone services can be sourced from ECN directly (from \$33.00 / Month) or through another provider. Alternatively, you can use an existing service. To check if your line is compatible please contact ECN.
- **Hardware:** ADSL services connect using an ADSL2+ Modem. ECN can sell modems to you preconfigured, for the cost of these devices see the PowerNET Application 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 Services are available on 12 Month contract term. 12 Month Term applies to all standard PowerNET connections.

Inclusions

- PowerNET services come with complimentary business hours support.
- All PowerNET services come with a data allowance specified in the plan.

PowerNET Service Plan	Included Data 1GB (Gigabyte) = 1000MB (Megabytes)
PowerNET10	10GB
PowerNET50	50GB
PowerNET100	100GB
PowerNET200	200GB

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:

PowerNET Service Plan	Monthly Charge	Cost Per GB (1GB = 1000MB)	Total minimum contract value including service activation
PowerNET10	\$39.95	\$4.00	\$629.40
PowerNET50	\$49.95	\$1.00	\$749.40
PowerNET100	\$59.95	\$0.60	\$869.40
PowerNET200	\$69.95	\$0.35	\$989.40

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Excess Usage

Usage is calculated on download data only. 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 download speed will be slowed to 1Mbps.

- You may increase your data allowance by selecting a new PowerNET Service Plan with a higher included data amount. The new plan will continue for the remaining period of the contract

Setup Fees

PowerNET setup fees depend on the type of installation requested:

Type of Setup	Description	Fee
Service Activation	Activation of a new service	\$150.00
Service Upgrade	Upgrade from an existing slower service provided by ECN	\$0.00
Service Migration	Bringing your existing ADSL with another provider to ECN	\$49.00
Service Relocation	Moving and existing ECN ADSL service from one site to another	\$99.00

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.
- If a service is relocated within 12 months a fee of \$150.00 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: service@ecn.net.au Phone: 1300 790 11
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

Other Information

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