

CRITICAL INFORMATION SUMMMARY

Small Business Ethernet

Information about the Service

ECN Small Business Ethernet (SBE) delivers performance internet using Metro Ethernet technology. Designed to replace ADSL connection it provides reliable fast internet with unlimited data for end users.

Service Requirements

- **Availability:** SBE is available in select locations please confirm availability by contacting ECN. SBE is not available for: resellers, hosting providers, transit providers or persons on selling data services.
- **Delivery:** SBE is delivered over dedicated copper pairs. Available pairs will be required at the MDF and running from the MDF to the service delivery point. If internal cabling is not in place then it will need to be installed at additional cost.
- **Hardware:** SBE service hand off is a single access Ethernet port. A termination device will be installed at the service delivery point, a power socket will be required for this unit. An Ethernet router is required to connect to the termination device. If you would like to provide your own hardware please check it is suitable by contacting ECN. Alternatively ECN can provide managed hardware for \$99.00 / Month.

Minimum Term

SBE Services are only available 24 Month contract terms. Contracts terms are taken from the service connection date.

Inclusions

SBE services come with following inclusions:

- Business hours support.
- Unlimited data allowance.
- Single Public IP Address.
- ECN Hosted Voice QOS.
- 10M/10M Ethernet Access.

Information About Pricing

Monthly Charge

Monthly charge for SBE Services is \$399.00 without hardware. If you choose the managed hardware option then your monthly charge will be \$498.00

Excess Usage

No excess usage charges will be applied at any time. Small Business Ethernet is subject to ECNs acceptable usage policy. Small Business Ethernet (SBE) is for single end user usage only and not available for: resellers, hosting providers, transit providers or persons on selling data services. In the event that ECN believes the client is in breach of these terms the service will be assigned a fixed data allowance of 50GB and excess data will be shaped to 512k/512k.

Setup Fees

There are no upfront charges or once off fees for SBE Services.

Cancellation & Early Termination Fees

- Minimum total cost on a 24 Month contract is \$9,576.00
- Minimum total cost with managed hardware on a 24 Month contract is \$11,952.00
- Cancellation during the contract period will result in a cancellation fee equal to the remaining minimum contract cost.
- Cancelling the service outside of your contract term incurs no termination fee, 30 days notice is required for cancellation.
- All hardware must be returned to ECN upon cancellation of service.
- Services may be relocated provided SBE services are available at the new location, a relocation fee of \$999.00 will be applicable.

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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