

	Standard Up to 25/5 Mbps	Premium Up to 50/20 Mbps	Premium Plus Up to 100/40 Mbps
Monthly price	\$70 p/m	\$79 p/m	\$89 p/m
Minimum cost			
24-month term	\$1,680	\$1,896	\$2,136
Monthly data allowance	Unlimited	Unlimited	Unlimited
Modem costs			
24-month term	Free	Free	Free
Optional Services			
EHW VoIP Ultra (unlimited local, national, mobile calls)	\$49.95 p/m	\$49.95 p/m	\$49.95 p/m
Static IPV4 Address	\$10 p/m	\$10 p/m	\$10 p/m

Information about the service

Your plan includes;

- A home internet service only

Optional services are available as listed above and the cost for these services are in addition to your selected internet plan and do not form part of a “bundle” package.

Minimum term

- 24 Months (free modem)

Service availability

Service may not be available to all areas, homes or customers. The type of service offered (the NBN™ network) may be subject to further qualification checks to determine what is available at your location.

If we can't connect your service, we will contact you and you may cancel your service free of charge.

NBN Speeds

NBN™ speeds may vary due to a number of factors including;

- Type of technology available at your premises
- Network capacity
- Home setup i.e: location of the modem and how the internet is used in your home
- How the device is connected i.e: Wi-Fi or ethernet cable
- Whether you have FTTB or FTTN

This provides typical minimum speeds between 7pm – 11pm of at least 15Mbps for our Standard plan. Typical NBN Fixed Wireless speeds will be lower. Further information on typical minimum

speeds can be found at www.ehw.net.au/things-you-need-to-know

If you exceed your monthly data allowance your broadband speed will slow to 256kbps until the next month.

Information about pricing

Minimum monthly charge and total minimum plan cost

Refer to the table above.

Modems

New home broadband customers receive a 4-point wireless NBN Modem/Router free on a 24-month plan.

Additional Services

See table above (EHW VoIP Ultra and static IP addresses). Costs are additional to your internet plan.

Installation and setup costs

In addition to the monthly charge you may pay the following;

Self-activation <i>*charges will apply for onsite installation</i>	No charge
Onsite installation	\$140 per hour if you request a technician at your premises
Connecting to the NBN network	NBN Co charges \$300 for first-time connections in new developments. If this additional NBN Co charge applies we will let you know and include it on your bill

Moving to the NBN network

Your 24-month contract could overlap with the rollout of the NBN network. If you wish to transfer to EHW on the NBN network, please contact us. If you don't, we will continue to provide your service up until the date on which we are required, by law, to disconnect your services. No Early Termination Charge (ETC) will be charged in these circumstances.

Upgrades and changes

Should you exceed your data allowance and your service is slowed, you may reset your allowance once a month at a cost of \$10. Any further changes within the same month may result in recontracting of your service.

Upgrading or downgrading your service will result in recontracting of your service for a further term.

Early termination Charges (ETC)

If you cancel your service, you'll be charged an Early Termination Fee (Disconnect prior to 24 months contract) of \$220

Additional Charges

Incorrect Call Out Charge	Truck roll required - \$220 per hour for first 2 hours then \$100 per hour for every hour thereafter
Incorrect Call Out Charge	No Truck roll required/No fault found - \$199
❖ Late cancellation ❖ Missed appointment ❖ Order withdrawal	\$99

Other Information

Provisioning of service

In Place service <i>*estimate only</i>	7 days
New Service <i>*estimate only</i>	14 days

Billing and payment charges

We use paperless billing and electronic payments. Bills will be emailed on the 1st of each month and an email address must be provided on the application form. To setup a direct debit, please complete the Direct Debit Authorisation on the application form.

Overdue accounts may be referred for debt collection and you are advised that additional collection fees will be added to all overdue amounts.

Fair Use Policy

You must comply with our Fair Use Policy and not use your service in an unreasonable or fraudulent manner or in a way that detrimentally interferes with the integrity of the network. We may take action if you breach the Acceptable and Fair Use Policy including suspending or cancelling your service. A copy of this policy can be found at www.ehw.net.au/fair-use-policy

Usage information

Should you wish to obtain information on your data usage, please email provisioning@ehwtech.net.au with your request and we will provide the relevant information

We are here to help

General information, complaints and disputes

Please contact us on (07) 4944 0111 if you have questions about your service, connection, technical support or if you have a complaint or dispute. Alternatively, you can contact us via the website at www.ehw.net.au

Further Investigation

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058 at www.tio.com.au/about-us/contact-us