

Residential	Basic Up to 25/5 Mbps	Premium Up to 100/40 Mbps	Silver Up to 250/100 Mbps	Gold Up to 500/200 Mbps	Platinum Up to 1000/400 Mbps	Elite Up to 2000/500 Mbps
Monthly price	\$69 p/m (ex GST)	\$94 p/m (ex GST)	\$109 p/m (ex GST)	\$119 p/m (ex GST)	\$129 p/m (ex GST)	\$229 p/m (ex GST)
Minimum cost						
24-month term	\$1,656 (ex GST)	\$2,256 (ex GST)	\$2,616 (ex GST)	\$2,856 (ex GST)	\$3,096 (ex GST)	\$5,496 (ex GST)
Monthly data allowance	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Modem costs						
24-month term	\$250 ex. GST (WiFi Modem Router w/ VOIP)	\$250 ex. GST (WiFi Modem Router w/ VOIP)	\$250 ex. GST (WiFi Modem Router w/ VOIP)	\$250 ex. GST (WiFi Modem Router w/ VOIP)	\$250 ex. GST (WiFi Modem Router w/ VOIP)	\$250 ex. GST (WiFi Modem Router w/ VOIP)
Optional Services						
Business NBN Voice Plan (unlimited local, national, mobile calls)	Business SIP Trunk \$45.40 (ex. GST) per sim calls / month (min 2 sim calls per order)	Business SIP Trunk \$45.40 (ex. GST) per sim calls / month (min 2 sim calls per order)	Business SIP Trunk \$45.40 (ex. GST) per sim calls / month (min 2 sim calls per order)	Business SIP Trunk \$45.40 (ex. GST) per sim calls / month (min 2 sim calls per order)	Business SIP Trunk \$45.40 (ex. GST) per sim calls / month (min 2 sim calls per order)	Business SIP Trunk \$45.40 (ex. GST) per sim calls / month (min 2 sim calls per order)
Static IPV4 Address		Free	Free	Free	Free	Free
Reverse DNS (cost per year)	\$30 (ex. GST)	\$30 (ex. GST)	\$30 (ex. GST)	\$30 (ex. GST)	\$30 (ex. GST)	\$30 (ex. GST)

Information about the service

Your plan includes;

- A residential internet service only

Optional services and products are available (see above) and are not bundled with the internet offer.

Minimum term

- 24 Months

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
- Setup i.e: location of the modem and how the internet is used in your business
- How the device is connected i.e: Wi-Fi or ethernet cable/labour

- 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

Information about pricing

Minimum monthly charge and total minimum plan cost

Refer to the table above.

Modems

New broadband customers receive a WiFi Modem router with VOIP on a 24-month term and a charge is applicable for the modem (see application form or the table above). This is an additional charge and does not form part of the internet pricing.

Optional Services

See table above (Business NBN Voice Plans, and Reverse DNS). These are additional charges and do not form part of the internet pricing.

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	\$190 (ex. GST) per hour if you request a technician at your premises
Connecting to the NBN network	NBN Co charges \$300 (ex. GST) 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.

NBN Speed Change

Should you wish to downgrade or upgrade your internet speed, a fee of \$30 (ex. GST) per request is charge.

Early termination Charges (ETC)

If you cancel your service, you'll be charged an Early Termination Fee (Disconnect prior to 24 months contract) of \$300 (ex. GST)

Additional Charges

Incorrect Call Out Charge	Truck roll required - \$300 (ex. GST) per hour for first 2 hours then \$100 (ex. GST) per hour for every hour thereafter
Incorrect Call Out Charge	No Truck roll required/No fault found - \$220 (ex. GST)
❖ Late cancellation ❖ Missed appointment ❖ Order withdrawal	\$99 (ex. GST)

Other Information

Provisioning of service

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

Master Service Agreement

Your use of our services is subject to our Master Service Agreement (MSA). By continuing to use our services, you agree to be bound by the terms and conditions contained within the MSA. A copy of the MSA can be found at <https://ehw.net.au/wp-content/uploads/2026/08/Master-Service-Agreement-2026.pdf>

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 the 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 <https://ehw.net.au/wp-content/uploads/2024/11/Fair-Use-Policy.pdf>

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