

Critical Information Summary



Escapenet

Information about the Service

ADSL & Home Phone Freedom Description – Our ADSL2+ & Home

Phone Service is a high speed internet broadband service bundled with a traditional landline that allows you to get awesome savings. This bundled service includes the following monthly benefits:

- No Excess quota usage charges
- 10 email addresses
- ADSL2+ Speed
- Email protection
- Personal Web Space
- Awesome Local Customer Service

Bundle Plan Name	Monthly Included Data	Minimum Monthly Charge	Minimum Monthly Charge Inc. \$99 set up	Data Unit Cost (per Gb)
Unlimited	Unlimited	\$79.00	\$178.00	-

Plan Name	Local Calls	National Calls	Mobile Calls	13/1300 Calls	International Calls
Freedom	Included	Included	Included	.35c	International rates vary – Please refer to International call rates on

Additional Charges Features - You can select to add the following features - Voice Mail, Caller ID, Silent Numbers and Selective Call Accept for \$4.40 each per month. Failure to leave your line preselected to us costs \$10/month.

Minimum Term – The minimum term for our Reach and Phone Plan is 1 month. We require 30 days notice of intent to cancel this service.

Pricing Information

Upfront Fees & Other Charges

Description	Upfront Costs
1 Month Contract	\$99
Early Termination Fee	N/A
Speed Change	\$29

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Transfer (Transfer an existing & compatible line to Escapenet)	\$0
Line Activation (Premises has a physical line with dial tone but not activated.)	\$59
Line Activation & Technician Visit (Premises has a physical line connected with no dial tone and technician is required to reconnect existing cabling).	\$129
Line Installation (Premises has no physical line connected through to the exchange such as for a new premise or no previous connection)	\$299
Incorrect Call Out/ Non-Attendance Fee	\$265

Availability & System Requirements – Coverage extends to approximately 400 exchanges across Australia. You can determine your availability using our service qualification tool at www.esc.net.au/go/sq

You require a compatible telephone service from EscapeNet or another provider. Cancelling or ordering an incompatible product on your telephone service will automatically cancel your adsl internet connection.

Priority Assistance and other special services - This service does not support the 'Priority Assistance' service feature for persons with life-threatening medical conditions; nor do we currently provide support for teletypewriter equipment or calls to some operator or premium rate services. Also note that calls to some Premium Rate services may not be available.

Equipment needs – You need an approved compatible broadband modem & adsl filter to use this service. In addition, you need a compatible telephone handset. If you do not already have a Modem/router EscapeNet can sell you one at an additional cost of \$89.00 (including \$20 Postage fee).

Availability & System Requirements – Coverage extends to most exchanges across Australia. You can determine your availability using our service qualification tool at www.esc.net.au/go/sq

Data Usage - If you exceed your monthly data allowance, your service will be slowed down to 64kbps for all usage until the next billing cycle begins. This means that you will not be

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charged for extra data usage. You may elect to purchase data blocks in addition to your normal quota. Information is available at www.esc.net.au/go/datablock

Payment Processing Fee - Autopay is payment by Direct Debit (Bank Acct, Credit Card). Failure to use Autopay incurs a \$4.95 fee. We accept BPAY, PostbillPay, Credit Card, Cash & Cheque payments without surcharge to approved customers who choose quarterly billing.

Other Information

Checking your usage - We will provide you with data usage alerts via email once you have reached 50%, 85% & 100% of your data allowance. You can also monitor your phone & data usage by calling us or at www.esc.net.au/go/myaccount

Customer Service - You can call us on 1300 135 235 and we can assist you with account balances, usage updates, payments, general support and many other queries.

Customer Dispute Resolution - If you have a complaint you should call to speak to us for an immediate resolution. If you are not reasonably satisfied, you can escalate the matter by way of a written complaint at www.esc.net.au/go/feedback; In the very rare event that you are not happy with the outcome you may contact the TIO on 1800 062 058.

This is a summary only - our standard customer terms available at www.esc.net.au/terms