

## Critical Information Summary



# Escapenet

### Information about the Service

**Mobile Phone Description**– Our 10GB Mobile Phone Service is a post-paid mobile phone service that allows you to get awesome savings. This service includes the following benefits:

- No contract
- Calls & Data
- Awesome Local Customer Service

**Minimum Monthly Charge** - \$40.00

The following table list the prices for the various usage types within Australia:

Usage Type	Prices (inc. GST)	Included in Monthly Fee?
<b>Standard call to fixed lines, mobiles &amp; 1300/1800 numbers</b>	Unlimited – no rates apply	Yes
<b>Standard SMS &amp; MMS</b>	Unlimited – no rates apply	Yes
<b>Monthly Data Allowance</b>	10GB	Yes
<b>Excess data usage in Australia</b>	\$11.00 per GB	No
<b>Voicemail retrieval</b>	\$0.33c per minute+\$0.15 flagfall	No
<b>Standard National video Call</b>	\$1.00 per minute + \$0.40c flagfall.	No
<b>SMS to International Number</b>	\$0.50c per standard SMS/ per recipient	No
<b>MMS to International Number</b>	\$0.75c per standard MMS/ per recipient	No
<b>International Voice Call</b>	120 minutes included to 65 countries*	Yes
<b>Video Call to International Number</b>	\$3.00 per minute + \$0.35c flagfall	No

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<b>Premium Numbers</b> (eg 19 numbers, voting, competition etc)	Charges as advertised by that provider	No
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\*International Countries included listed on International Price List. Call costs after 120 minutes vary. See International Price list.

Cost of a 2 minute national mobile call is included in your plan

Cost of a national SMS is included in your plan

Cost of 1 KB of data in Australia is included in your plan

**Minimum Term** – The minimum term for our mobile plan is one month.

### Pricing Information

**Upfront Fees & Early Termination Fees** – the service has no upfront or early termination fees.

**Availability & System Requirements** – Coverage extends across the majority of Australia. You can determine your availability using our service qualification tool at [www.esc.net.au/go/coverage](http://www.esc.net.au/go/coverage)

**Equipment needs** – You need an approved compatible handset to use this service. We do not sell mobile handsets.

**Data Usage** - Data is measured per session and counted in kilobytes and includes both uploads and downloads. After you have used your data allowance any excess data within Australia will cost \$11.00 per gigabyte(GB). If you exceed your monthly data allowance, your service will be billed excess data. There are no caps on this amount.

**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 data 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](http://www.esc.net.au/go/myaccount)

**International Roaming costs**- Your minimum monthly charge does not apply to using your mobile overseas. International charges and roaming are more expensive. Your usage alerts may also take longer to update. See our website for information on international roaming, data and call rates.

**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](http://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](http://www.esc.net.au/terms)