

Critical Information Summary



Escapenet

Information about the Service

Internet Plan Description – Our NBN™ Internet Service will utilise fibre (FFTP, FFB, FFB, FFB, FFB or HFC) broadband to improve the way you connect with others. It is designed to provide everyone with high speed internet access.

This is an internet only plan, designed to assist low-income households with school-aged children who do not currently have an active nbn™ connection at home. This NBN Internet only service includes the following monthly benefits:

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

NBN Plan Name	Monthly Included Data	Typical Evening Speed*	Minimum Monthly Charge	Minimum Cost 1 Month
nbn™ Boost 25	Unlimited	22	\$64.90	\$64.90

Minimum Term – The minimum term for our NBN™ plans 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*
NBN™ Co New Development Charge or Additional Copper Lead -In	\$300
Faults: Incorrect Call out Fee/ Not In Attendance Fee	\$265
Order Early Withdrawal Fee	\$55
Early Termination Fee	N/A

*\$0 activation and \$0 service fees until September 30 2020.

Availability & System Requirements – Coverage extends to a growing number of areas across Australia. You can determine your availability using our service qualification tool at www.esc.net.au/go/nbnsq

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

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rate services. NBN uses new technology and as such certain services like monitoring services, fax/modem & alarms may not function.

Equipment needs – You need an approved compatible router to use this service. You may choose to bring your own (BYO) or we recommend that you purchase one of our approved pre-configured router/modems for an additional fee of \$149#(including \$20 postage fee).

FHTTP/FTTH, FTTC and HFC – an eWAN Wifi Router is recommended for Wi-Fi coverage.

FFTN and FFTB – VDSL2 Modem Router is required for the service to work.

#On this plan you have access to discounted Wifi routers and a further six-month possible discount on services from the 1st October 2020.

Eligibility - too be eligible for COVID-19 related financial assistance families must meet the following criteria: • are currently receiving Family Tax Part A or B • a member of the household is receiving JobSeeker or JobKeeper payments • have a family member with an .edu email account living at the service address. Applications for the Boost25 plan will be reviewed and prioritised to get you connected as quickly as possible.

Data Usage – Both uploads and downloads count towards your data allowance. If you exceed your monthly data allowance, your service will be slowed down to 256kbps for all usage until the next billing cycle begins. This means that you will not be 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

Typical Usage Information can be found at www.esc.net.au

Other Information

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.

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

NBN Battery Back Up - We do not provide a battery backup as part of the service. Please read our SFOA Part E NBN Service for further information.

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