



Information about the Service

Naked DSL & VoIP Description – Our Naked DSL is a broadband

internet service that works without the need for a traditional telephone service. By adding VoIP functionality, we can provide great value telephony with free Local and National calls. Our Naked & VoIP services include the following monthly benefits:

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

The following tables list the DSL data plan options and included phone rates:

Plan Name	Monthly Included Data	Minimum Monthly Charge	Minimum Monthly Charge Inc.\$99 set up	Unit Cost (per /Gb)
Essential	60GB	\$49.90	\$148.90	\$0.84
Everyday	240GB	\$59.90	\$158.90	\$0.25
Flexi Unlimited	Unlimited	\$69.90	\$168.90	N/A

VoIP Plan	Cost per month	Local & National Calls	Mobile Calls	13/1300 Calls	International Calls
Casual VoIP	Pay as you use	.25c per call	.25c/per min (Costing 50c for a 2 min call)	.35c per call	Varied – (Refer to International Call Rates).
Phone Plus VoIP	\$10	Included	.25c/per min (Costing 50c for a 2 min call)	.35c per call	Varied – (Refer to International Call Rates)
Phone Ultimate	\$20	Included	Included	.35c per call	Varied – (Refer to International Call Rates)

Critical Information Summary – Naked DSL & VoIP

Minimum Term – The minimum term for our Naked ADSL & Phone Bundle 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
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

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

Equipment needs – You need an approved compatible broadband modem (with VoIP adapter) & 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) or \$149.90 (including \$20 Postage fee).

Data Usage – Data is equally divided into peak and off-peak periods. Off-peak is between 2am -10am. 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 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 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

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