

## Critical Information Summary

### Information about the Service

**Mobile Data Description** – Our Mobile Data Service is a post-paid mobile data service that allows you to get awesome savings.

**Included features** - It will allow you to access internet data in Australia.

**Is this a Bundle Service?** - This is service does not need to be bundled with other services.

**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 4G Modem Router to use this service. If you do not have one, we have a variety of options listed on our webpage: [https://www.esc.net.au/hardware/#home\\_wi-fi\\_router](https://www.esc.net.au/hardware/#home_wi-fi_router)

**Minimum Monthly Charge** – See table below

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

Plan	3GB	10GB	20GB	40GB	60GB
Monthly Charge	\$25	\$35	\$45	\$60	\$75
Monthly Data Allowance	3GB	10GB	20GB	40GB	60GB
Cost of 1MB data	\$0.0083	\$0.0035	\$0.00225	\$0.0015	\$0.00125
Excess data block	\$11.00 for 1GB	\$11.00 for 1GB	\$11.00 for 1GB	\$11.00 for 1GB	\$11.00 for 1GB
Sim Card	\$10	\$10	\$10	\$10	\$10

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

### Pricing Information

**Upfront Fees** -This service has no upfront fees.

**Exit Fees** –There is no exit fee for this service. We require 30 days’ notice of intent to cancel this service. If you don’t inform us of your cancellation before the end of the month, you will be charged for another month’s service. If you cancel your service, we

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won't refund any fees that you've already paid to us. There are no pro-rata service credits or refunds for any unused period upon cancellation. All unpaid charges will be direct via your nominated AutoPay method on the date your service has been cancelled or shortly thereafter.

**Plan Changes** -You can schedule a change to your plan at the commencement of your next billing period, without charge. You will need to pay the difference between your current plan and your new plan. If you are downgrading your plan, we do not offer a pro rata refund or credit.

**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 will cost \$11.00 per gigabyte (GB). By default, 1GB extra data is automatically added to the service when you reach your data allowance. This occurs up to 5 times (5 x 1GB). On request, data can be barred once you reach your limit, we can add a 1GB data block manually. If you exceed your monthly data allowance, your service will be billed excess data.

**Plan Exclusions and Limitations** – You can make calls to Australian numbers from this service and they will be charged at PAYGO rates. This service does allow for national or international SMS or MMS. You can not use this data overseas.

**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)

**Network Coverage** – This service uses parts of Telstra's network and provides a combined 4G and 3G coverage footprint of more than 98.8% and a 4G coverage footprint of 96.5% of the Australian population covering 1.62 million square kilometres. Coverage maps are available at: <https://mobilemaps.net.au/maps/api/embed/4G>

**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.