

## Information about the service

**Service description** – This is a post-paid, sim only mobile phone service for use with an existing handset.

**What's included** – Ability to make and receive calls, send and receive SMS/MMS, access data in Australia and make international calls. The international roaming pack in **opt in** feature when you're travelling overseas.

**Is this a bundle service?** – This service may optionally be bundled with one of our NBN services.

**Equipment needs** – You need an unlocked 4G/5G compatible handset to use this service. We do not sell mobile handsets.

**Network coverage** – This service uses parts of Telstra's wholesale network and provides a combined 4G and 5G coverage footprint of more than 98.8% of the Australian population. Coverage maps are available at [www.esc.net.au/mobileplans](http://www.esc.net.au/mobileplans)

**Plans** – See table below for Monthly Charges for each plan.

Plan	10GB	15GB	29GB	40GB	65GB	100GB	120GB	150GB	180GB
Monthly Fee*	\$30	\$35	\$40	\$45	\$50	\$60	\$70	\$75	\$80
Monthly Data Allowance	10GB	15GB	29GB	40GB	65GB	100GB	120GB	150GB	180GB
Price/Gb	\$3.00	\$2.33	\$1.38	\$1.13	\$1.30	\$0.60	\$0.58	\$0.50	\$0.44
Databank Limit	500Mb		1000Mb						
Standard SMS/MMS, fixed lines & mobiles nationally	Unlimited								
MMS Video in Australia	50c each								
Excess Data in Australia	\$11 per 1 Gb block*								
International Voice Call	See price list*		Unlimited to 15 countries*						
International SMS/MMS/MMS Video	50c / 75c / \$1 each								

\*See [www.esc.net.au/mobileplans](http://www.esc.net.au/mobileplans) for full details including unlimited countries, and for standard international calling rates. Excess Data blocks are automatically added when quota is used.

## Information about pricing

**Minimum monthly charge** – The minimum charge is one month of your selected plan.

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

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

**Exit Fee** – No exit fees apply. 30 days' notice is required to cancel. If notice is not given before month-end of the month, another month will be charged. Fees already paid are non-refundable. No pro-rata credits apply for unused inclusions. Outstanding charges will be debited via AutoPay on or shortly after cancellation.

**Plan Changes** – You can schedule a change to your plan at the commencement of your next billing period, without charge (requests must be made before the 27<sup>th</sup> of the month). You will need to pay for 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. On request, we can add 1GB data block manually.

**Plan Exclusions and Limitations** – Calls to Sensis numbers 1234, 12455 and 12456 are not supported. Non-standard calls such as call forwarding, directory assistance, time and weather services, Telstra and Optus satellite numbers will be charged per the table below.

NON-STANDARD CALLS	Flagfall Cost	Cost per minute
Video Calls (national)	0.45c	\$2.20
Video Calls (international)	0.55c	\$3.75
National Directory Assistance	1.00c	N/A
Telstra Mobile Satellite	0.50c	\$1.50
Optus Mobilesat	0.45c	\$2.49

## 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/myaccount](http://www.esc.net.au/myaccount)

**International Roaming Pack costs** – Your minimum monthly charge does not apply to using your mobile overseas. There are 3 Travel Packs you can **opt in** to choose from.

Plan	5GB Travel Pack	10GB Travel Pack	3G Biz Travel Pack
Data Inclusion	5GB	10GB	3GB
Cost Per Activation	\$38	\$68	\$72
Pack Code	ROAM5	ROAM10	ROAM3
Days Valid	7 Days	14 Days	3 Days
Call Inclusion	30 minutes	60 minutes	300 minutes
SMS Inclusion	30 SMS	60 SMS	300 SMS

*Your usage alerts may also take longer to update. See our website for information on international roaming, data and call rates.*

**Other possible charges** – Replacement Sim cards cost \$10.

**Payment Processing Fee** – Autopay is automatic monthly payment by direct debit or credit card. We also accept BPAY, credit card, cash, and Post Billpay. Non-Autopay adds a \$4.95 fee unless paying quarterly. Full fee details: [www.esc.net.au/faq/feesandcharges/](http://www.esc.net.au/faq/feesandcharges/)

**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 to [customercare@esc.net.au](mailto:customercare@esc.net.au). In the rare event that you are not happy with the outcome of your complaint after following our complaint handling process you may contact the TIO on 1800 062 058.

## EscapeNet

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