



### Information about the Service

#### Description of the Service – Our National Broadband Network (NBN)

service will utilise fibre and fixed wireless to improve the way you connect with others. It is designed to provide everyone with high speed internet access. This plan has the added advantage of cheaper phone calls. This bundled service includes the following monthly benefits:

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

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

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

**Minimum Term** – The minimum term for our NBN Data & Phone Bundle is 12 months.

**Equipment needs** – You need an approved compatible router to use this service. In addition, you need a compatible telephone handset. If you do not already have these EscapeNet can sell you one at an additional cost.

### Information about Pricing

The following tables list the bundled NBN data plan options and telephone rates:

Bundle Plan Name	Monthly Included Data	Minimum Monthly Charge	Minimum Cost over 24 months	Data Unit Cost (per Gb)
Fast Lite 25/5	100GB	\$64.80	\$1555.20	\$0.65
Fast Basic 25/5	200GB	\$74.80	\$1795.20	\$0.37
Fast Pro 25/5	800Gb	\$94.80	\$2275.20	\$0.12

## Critical Information Summary – NBN Phone & Internet Bundle

Telephone	Local & National	1300 Calls	Mobile Calls	International Calls
<b>Aussie Phone</b>	Unlimited	\$0.30	25c/minute block Costing \$0.50 for a 2 min call	Varied – (Refer to International Call Rates).

**Additional Charges Features** - You can select to add the following features - Voice Mail, Caller ID, Silent Numbers and Selective Call Accept for \$4.40 each per month.

**Data Usage** - 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](http://www.esc.net.au/go/datablock)

**Upfront Fees & Cancellation Fees** – calculated as per the table below.

Contract Term	Upfront Costs	Early Termination Fees
<b>12 Months</b>	\$99	\$99 Flat Rate
<b>24 Months</b>	Free Connection	\$99 Flat Rate

**Payment Processing Fee** - Failure to select Autopay will incur a \$4.95 admin fee. We accept Direct Debit, Credit Card, BPAY, PostbillPay, Cash and Cheque payments without surcharge. Approved customers may choose quarterly billing to remove the fee.

### 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)

**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)