



Escapenet

Information about the Service

Description of the Service – Our Reach ADSL2+ & Home Phone Service

is a high speed broadband service bundled with a traditional landline that allows you to get awesome savings. This bundled service includes the following monthly benefits:

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

Availability & System Requirements – Coverage extends to most exchanges across Australia. You can determine your availability using our service qualification tool at www.esc.net.au/go/sq

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. Also note that calls to some Premium Rate services may not be available.

Minimum Term – The minimum term for our Home Phone service is 6 months.

Equipment needs – You need an approved compatible adsl router and telephone handset; if you do not already have one EscapeNet can sell you one at an additional cost.

Information about Pricing

The following tables list the bundled adsl 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)
Starter Plan	50GB	\$89.80	\$2155.20	\$1.80
Basic Plan	200GB	\$99.80	\$2395.20	\$0.50
Pro Plan	300GB	\$109.80	\$2635.20	\$0.37
Super Plan	400GB	\$119.80	\$2875.20	\$0.30
Elite Plan	600GB	\$139.80	\$3355.20	\$0.23
Basic Plan	1000GB	\$169.80	\$4075.20	\$0.17

Critical Information Summary – Reach ADSL & Home Phone Value

Plan Name	Local Calls	13/1300 Calls	National Calls	Mobile Calls
Home Phone Value	Unlimited	35c	\$1 National Calls (untimed) A two minute call Costs \$1.00	\$0.35/min + \$0.39 Flagfall \$2 Cap (per call) A two minute call Costs \$1.09

International rates vary – Please refer to International call rates on our website.

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. Failure to leave your line preselected to us costs \$10/month.

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

Phone Connection Type	Description	Charge
Transfer	Transfer an existing & compatible line to Escapenet	\$0
Line Activation	Premises has a physical line with dial tone but not activated.	\$59
Line Activation & Technician Visit	Premises has a physical line connected with no dial tone and technician is required to reconnect existing cabling.	\$129
Line Installation	Premises has no physical line connected through to the exchange such as for a new premise or no previous connection.	\$299

Contract Term	General Fees	Early Termination Fee
6 Months	Install \$99 Speed Change \$29.00 Relocation \$159.00 Incorrect Callout Fee \$165.00	\$99.00
24 Months	Install \$79 Speed Change \$29.00 Relocation within 6 months \$159.00 Relocation after 6 months \$99.00 Incorrect Callout Fee \$165.00	\$300 pro rate + \$20 admin Fee

Critical Information Summary – Reach ADSL & Home Phone Value

Data Usage - 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 - 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 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