

## Critical Information Summary



# Escapenet

### Information about the Service

**ADSL2+ Broadband Description** – Our Reach ADSL2+ Service is an

internet only high-speed broadband service that allows you to get awesome savings. This 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

Plan Name	Monthly Included Data	Minimum Monthly Charge	Minimum Monthly Charge Inc. \$99 Set Up	Data Unit Cost (per Gb)
Life Plan	200GB	\$49.90	\$148.90	\$0.25
Unlimited Plan	Unlimited	\$79.90	\$178.90	-

**Minimum Term** – The minimum term for our ADSL plans 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
Speed Change	\$29
Incorrect Call Out/Non-Attendance Fee	\$165
Early Termination Fee	N/A

**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](http://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

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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 & adsl filter to use this service. If you do not already have one EscapeNet can sell you one at an additional cost of \$89.00 (including \$20 postage).

**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](http://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](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)