Critical Information Summary

Information about the Service

Home Phone Service - Our Home Phone service is a telephone service which can be purchased as a standalone or bundled service. For more information on bundling please visit www.esc.net.au/go/adsl or www.esc.net.au/nbn/

Plan Name	Monthly Rental	Local Calls	13/1300 Calls	National Calls	Mobile Calls
Home Phone Plus	$29.90	$0.18	35c	$0.29/min + $0.39 Flagfall $2 cap for 2 hours A two minute call Costs $0.79	$0.35/min + $0.39 Flagfall $2 Cap for 10 min A two minute call Costs $1.09
Home Phone Value	$49.90	Unlimited	35c	$1National 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.

Minimum Term – The minimum term for our Home Phone service is one month. We require 30days notice of intent to cancel service.

Information about Pricing

Upfront Fees & Other Charges – calculated as per the table below.

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 at premise or within exchange such as for a new premise or no previous connection.	$299

Information current as at 30/03/2020. Additional information available at www.esc.net.au/go/homephone

Critical Information Summary – Home Phone

Additional Charged 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.

Availability & System Requirements – Coverage extends to almost everywhere within Australia. You can determine your availability by calling our office or visiting www.esc.net.au/nbn/

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.

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

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 usage - We will provide you with call detail usage either on your bill (if you have no internet service with us) or via our website 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**