



Information about the Service

NBN™ Internet and VoIP Phone Bundle Description – Our VoIP

telephone plans can be bundled with our NBN™ Internet Service which utilise fibre (FTTP, FTTB, FTN, FTTC or HFC) broadband internet to provide a telephone service to your home.

This bundle is available to consumers that have an active nbn™ plan as listed below and VoIP enabled router.

The Internet and VoIP Phone Plans include the following monthly benefits:

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

Internet Plans

NBN Plan Name	Monthly Included Data	Typical Evening Speed*	Minimum Monthly Charge	Minimum Cost 1 Month Inc. \$99 Set Up
nbn™ 12	250GB	10	\$49.90	\$148.90
nbn™ 12	Unlimited	10	\$59.90	\$158.90
nbn™ 12	Unlimited Plus	10	\$69.90	\$168.90
nbn™ 50	250GB	43	\$59.90	\$158.90
nbn™ 50	Unlimited	43	\$69.90	\$168.90
nbn™ 50	Unlimited Plus	43	\$79.90	\$178.90
nbn™ 100	500GB	85	\$89.90	\$188.90
nbn™ 100	1000GB	85	\$99.90	\$198.90
nbn™ 100	1000GB PLUS	85	\$109.90	\$208.90

Phone Plans

VoIP Plan Name	Local Call cost	National Call cost	Mobile Call Cost	13/1300*	18/1800
Pay As You Go	25c	25c	35c/min Mobile	35c per call	Free
\$10 Phone Plus	Included	Included	25c/min	35c per call	Free

Critical Information Summary – NBN Internet Plans

\$20 Phone Ultimate Plus	Included	Included	Included	35c per call	Free
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*Calls to EscapeNet 1300 135 235 are free

Minimum Term – 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
NBN™ Co New Development Charge or Additional Copper Lead -In	\$300
Faults: Incorrect Call out Fee/ Not In Attendance Fee	\$265
Order Early Withdrawal Fee	\$55
Early Termination Fee	N/A

Phone Features and Costs

Features	Cost
International Call charges	Refer to International call rate document www.esc.net.au/internationalcallrates
Directory Assistance	Not supported
19/1900	Not supported
Selective Call Barring	Not Supported
Voice mail	Not Supported

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

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

Critical Information Summary – NBN Internet Plans

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

Equipment needs – You need an approved compatible router to use this service. You may choose to bring your own (BYO) or we recommend that you purchase one of our approved pre-configured router/modems for an additional fee of \$149 (including \$20 postage fee).

FHTTP/FTTH, FTTC and HFC – an eWAN Wifi Router is recommended for Wi-Fi coverage.

FTTN and FTTB – VDSL2 Modem Router is required for the service to work.

You can use your own telephone equipment (VoIP adaptor) however we do recommend that you use a VoIP enabled router.

CSG – All plans and pricing in this document are subject to you waiving the Customer Service Guarantee (CSG). Please call our office on 1300 135 235 for further information.

Data Usage – Both uploads and downloads count towards your data allowance. 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

Typical Usage Information can be found at www.esc.net.au

Other Information

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.

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

NBN Battery Back Up - We do not provide a battery backup as part of the service. Please read our SFOA Part E NBN Service for further information.

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