**Critical Information Summary**

## Information about the Service

**Internet Plan Description** – Our NBN™ Internet Service will utilise fibre (FFTP, FFTB, FFTN, FFTC or HFC) broadband to improve the way you connect with others.   It is designed to provide everyone with high speed internet access.

This is an internet only plan, you can bundle with one the NBN Phone Saver Plans to provide you with a complete telecommunications service.  Visit our website to view these awesome plans www.esc.net.au/nbn.  This NBN Internet only service includes the following monthly benefits:

- No Excess quota usage charges
- 10 email addresses

- Awesome Speed
- Email protection

- Personal Web Space
- Awesome Local Customer Service

| 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** | Unlimited | 85 | $99.90 | $198.90 |
| **nbn™ 100** | Unlimited Plus | 85 | $109.90 | $208.90 |

**Minimum Term –** The minimum term for our  NBN™ 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 |

Information current as at 10/08/2020. Additional information available at www.esc.net.au/go/nbn

## Critical Information Summary – NBN Internet Plans

| | |
|---|---|
| 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 |

**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 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).

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

FFTN and FFTB – VDSL2 Modem Router is required for the serfvice to work.

**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**