



Information about the Service

Description of the Service - The Freedom 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 approximately 400 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 Freedom ADSL & Phone Bundle is 1, 12 or 24 months.

Equipment needs – You need an approved compatible broadband modem & adsl filter to use this service. In addition, you need a compatible telephone handset, if you do not already have one Escapenet can sell you one at an additional cost.

Information about Pricing

Bundle Plan Name	Monthly Included Data	Minimum Monthly Charge	Minimum Cost Inc. \$129 set up (1 Month)	Minimum Cost Inc. \$79 set up (12 months)	Minimum Cost (24 months)	Data Unit Cost (per Gb)
Freedom One	120GB	\$79.00	\$208.00	\$1027.00	\$1896.00	\$0.66
Freedom Two	500GB	\$99.00	\$228.00	\$1267.00	\$2376.00	\$0.20

Critical Information Summary – Freedom Phone & Broadband

The following tables list the bundled adsl data plan options and telephone rates:

Telephone	Local, National & 1300 Calls	Mobile Calls	International Calls
Freedom Phone	Unlimited	Free to EscapeNet Freedom & Standard Optus Mobiles Other Mobiles 37c/minute block 45c Flag fall (Costing \$1.19 for a 2 min call)	Varied – (Refer to International Call Rates). 45c Flag fall

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.

Data Usage - 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

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

Critical Information Summary – Freedom Phone & Broadband

Contract Term	Upfront Costs	Early Termination Fees
1 Month	\$129 installation fee	n/a
12 Months	\$79 installation fee	\$99 Flat rate
24 Months	Free installation of ADSL*	Contract payout (\$99 minimum - \$229 maximum)

*Free Installation only applies to the ADSL component of the bundle. Installation and or activation of the telephone line fees are listed in the first table on the previous page.

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 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