



## Information about the Service

**Description of the Service** - Our Home Phone service is a landline telephone service which can be purchased as a standalone or bundled service. For more information on bundling please visit [www.esc.net.au/go/ads](http://www.esc.net.au/go/ads)

**Availability & System Requirements** – Coverage extends to almost everywhere within Australia. You can determine your availability by calling our office.

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 Home Phone service is one month.

**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.

## Information about Pricing

The following tables list the telephone rates:

Plan Name	Monthly Rental	Local Calls	13/1300 Calls	National Calls	Mobile Calls
<b>Home Phone Plus</b>	\$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
<b>Home Phone Value</b>	\$49.90	Unlimited	35c	\$1 National 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.

**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.

## Critical Information Summary – Home Phone

**Upfront Fees & Cancellation Fees** – calculated as per the table below.

Connection Type	Description	Charge
<b>Transfer</b>	Transfer an existing & compatible line to Escapenet	\$0
<b>Line Activation</b>	Premises has a physical line with dial tone but not activated.	\$59
<b>Line Activation &amp; Technician Visit</b>	Premises has a physical line connected with no dial tone and technician is required to reconnect existing cabling.	\$129
<b>Line Installation</b>	Premises has no physical line connected at premise or within exchange such as for a new premise or no previous connection.	\$299

**Payment Processing Fee** - Failure to select Autopay will incur a \$4.95 admin fee. We accept Direct Debit, Credit Card, BPAY, PostbillPay, Cash and Cheque payments without surcharge. Approved customers may choose quarterly billing to remove the fee.

### 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](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)