



## Information about the Service

**Description of the Service** – EscapeNet's 3G Mobile Broadband product provides high speed broadband access using existing mobile network infrastructure with coverage extending to 98% of Australia's population. Our 3G Mobile broadband service has the following monthly benefits included:

- 10 email addresses
- Email protection
- Web Space

**Availability & System Requirements** – Coverage of this product varies depending on location; specific information on availability in your area is available at [www.esc.net.au/go/coverage](http://www.esc.net.au/go/coverage). A limited 10 day return policy applies, once the service is activated, should it not work as expected. To use the EscapeNet Mobile broadband services you need to ensure that you have a compatible 3G modem. If you do not have one, we can supply one.

**Minimum Term** – The minimum term is a one month contract for the 3G Mobile Broadband products. If you choose a 24 month contract you receive your sim and modem at no cost. This offer excludes any postage costs; express secure postage cost is \$10.

**Equipment needs** – Where chosen we will supply you with an appropriate modem, otherwise you need a compatible modem or device to use with this service. It must be an approved device and you need to be able to configure it. We can only supply awesome support for products that we supply. We will provide basic support for tablets like iPad's.

## Information about Pricing

Plan Name	Monthly Included Data	Minimum Monthly Charge	Cost over 24 months	Unit Cost (/Gb)
<b>3G Stater</b>	2GB	\$19.90	\$477.60	\$9.95
<b>3G Lite</b>	4GB	\$29.90	\$717.60	\$7.48
<b>3G Pro</b>	8GB	\$39.90	\$957.60	\$4.99
<b>3G Super</b>	12GB	\$49.90	\$1197.60	\$4.16
<b>3G Elite</b>	18GB	\$69.90	\$1677.60	\$3.88

**Data Usage** – If you exceed your monthly data allowance you will be charged **6c per Mb** transferred, until the next billing cycle begins. Plans begin on the 1<sup>st</sup> of each month.

**Plan Changes** – You can change between any of our Mobile Broadband plans even when in contract. Plan changes cost \$10 and will take effect on the anniversary of the service.

## Critical Information Summary - 3G Mobile Broadband

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

Contract Term	Upfront Costs	Cancellation
<b>0 Month</b>	\$29.00 for a Sim card or \$99.00 for a Modem inc Sim.	No Cancellation
<b>24 Months</b>	Free Modem and Sim card	\$129.00

**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 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 data usage by calling us or at [www.esc.net.au/go/myaccount](http://www.esc.net.au/go/myaccount). Information in these reports typically has a 20 minute delay, so keep this in mind when checking your usage.

**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)