



Information about the Service

Description of the Service – Our Reach ADSL2+ Service is a high speed broadband service that allows you to get awesome savings. This 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 most exchanges across Australia. You can determine your availability using our service qualification tool at www.esc.net.au/go/sq

Minimum Term – The minimum term for our ADSL plans is 1, 12 or 24 months.

Equipment needs – You need an approved compatible broadband modem & adsl filter to use this service. If you do not already have one EscapeNet can sell you one at an additional cost.

Information about Pricing

The following tables list the adsl data plan options and activation fees:

Plan Name	Monthly Included Data	Minimum Monthly Charge	Total Min. Price 1 Month Inc. \$129 Set Up	Total Min. Price 12 Months Inc. \$99 Set Up	Total Min. Price 24 Month Free Set up	Data Unit Cost (per Gb)
Lite Plan	200GB	\$49.90	\$178.90	\$677.80	\$1197.60	\$0.25
Basic Plan	300GB	\$59.90	\$188.90	\$797.80	\$1437.60	\$0.20
Pro Plan	400GB	\$69.90	\$198.90	\$917.80	\$1677.60	\$0.17
Super Plan	600GB	\$89.90	\$218.90	\$1157.80	\$2157.60	\$0.15
Elite Plan	1000GB	\$119.90	\$248.90	\$1517.80	\$2877.60	\$0.12

Critical Information Summary – Reach ADSL Broadband

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

Contract Term	General Fees	Early Termination Fee
1 Month	Install \$129 Speed Change \$29.00 Incorrect Callout Fee/ Not In attendance \$165.00	N/A
12 Months	Install \$99 Speed Change \$29.00 Incorrect Callout Fee/ Not In attendance \$165.00	\$99.00
24 Months	Install Free Speed Change \$29.00 Incorrect Callout Fee/ Not In attendance \$165.00	Contract Payout (\$99 - \$229)

Data Usage - If you exceed your monthly data allowance, your service will be slowed down to 64kbps 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

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 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

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