

## Critical Information Summary – Reach Mobile Flexi



**Escapenet**

### Information about the Service

**Description of the Service** – Our Reach Mobile Mini phone service is a postpaid mobile phone service that allows you to get awesome savings. This service includes the following benefits:

- No contract
- Calls
- Awesome Local Customer Service

**Availability & System Requirements** – Coverage extends across the majority of Australia. You can determine your availability using our service qualification tool at [www.esc.net.au/go/coverage](http://www.esc.net.au/go/coverage)

**Minimum Term** – The minimum term for our Starter mobile plan is one month.

**Equipment needs** – You need an approved compatible handset to use this service; if you do not already have one EscapeNet can sell you one at an additional cost.

### Information about Pricing

Charges will accrue according to your usage; however there is a minimum monthly charge depending on the plan that you select. So if you choose the 1.5GB plan your minimum monthly charge will be \$56.90 and any other usage accrued. There are no limits or caps on your usage.

Reach Mobile Flexi Data Plan	Monthly Data Allowance	Monthly Data Charge	Minimum Monthly Charge (phone and data)	Excess Data Charge
<b>1GB</b>	1GB	Included	\$49.90	30c per MB
<b>1.5GB</b>	1.5GB	\$7.00	\$56.90	30c per MB
<b>3GB</b>	3GB	\$19.00	\$68.90	30c per MB

The following table list the prices for the various usage types within Australia:

Usage Type	Prices (inc. GST)
<b>Standard call to fixed lines, mobiles &amp; 1300/1800 numbers</b>	Included in your plan
<b>Standard SMS &amp; MMS</b>	SMS included in your plan MMS \$0.70c each
<b>Flag fall</b>	\$0.15c

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### Call Diversion

\$0.33c per call, plus call cost and retrieval

International calls - Varies see International Price List

Voicemail / Special & all other calls - Varies see Price List online

Cost of a 2 minute national mobile call is included in your plan

Cost of a national SMS is included in your plan

Cost of a standard MMS is \$0.70c per MMS

**Upfront Fees & Early Termination Fees** – the service has no upfront or early termination fees.

**Data Usage** - Data is measured per session and counted in kilobytes and includes both uploads and downloads. After you have used your data allowance any excess data within Australia will cost \$0.30c per megabyte (MB). If you exceed your monthly data allowance, your service will be billed excess data. There are no caps on this amount.

**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](http://www.esc.net.au/go/myaccount)

**International Roaming costs**- Your minimum monthly charge does not apply to using your mobile overseas. International charges and roaming are more expensive. Your usage alerts may also take longer to update. See our website for information on international roaming, data and call rates.

**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)