

Critical Information Summary – Starter Mobile



Escapenet

Information about the Service

Description of the Service – Our Starter Mobile 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

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 of \$11. There are no limits or caps on your usage.

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

Usage Type	Prices (inc. GST)
Standard call to fixed lines, mobiles & 1300/1800 numbers	20c per minute block
Standard SMS & MMS	15c/SMS and 75c/MMS up to 160 standard characters
Monthly Data Allowance	0GB
Excess data usage in Australia	\$0.35c per MB
Data	1Gb \$9.90 2Gb \$16.90

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 \$0.40c

Cost of a national SMS is \$0.15c

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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 \$0.35c 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 - 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 phone & data usage by calling us or at 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; 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