



ADSL

Critical Information Summary

Information about the Service

This service consists of a single ADSL service connected to your existing phone line. The line may already be used for voice or fax services but by adding a simple filter an ADSL service can be added as well enabling it to co-exist on the same line. For business we recommend the line be used exclusively for ADSL provision, but this is not a requisite.

- The minimum Term of Service is 24 months
- Early Termination fees will apply if the service is cancelled prior to the completion of the minimum contract term.
- This service does not include any hardware.

This document forms part of our Standard Terms and Conditions.

Information about Pricing

	Bronze	Silver	Gold	Platinum
Included Data	10GB	50GB	125GB	600GB
Monthly Fee	\$49/month	\$69/month	\$99/month	\$139/month
Excess Usage Fees	\$22/GB	\$22/GB	\$22/GB	\$22/GB
Setup Fee	\$99	\$99	\$99	\$99
Min Contract Term	24 Months	24 Months	24 months	24 months
Early Termination Fees	\$49 x mths remaining	\$69 x mths remaining	\$99 x mths remaining	\$139 x mths remaining
Total Min Plan Cost	\$1275	\$1755	\$2475	\$3435
Data Cost per GB	\$4.90/GB	\$1.38/GB	\$0.79/GB	\$0.23/GB



- all prices are inclusive of GST.
- See further information on our website at <http://www.escapeonline.com.au/broadband/adsl.html>

Other Information

- Customers can access information about any of their services by logging onto our website at www.escapeonline.com.au and click on “Client Login/Manage Account”. If you have not previously logged in, please contact us so we may provide you with access details.
- In the event of a service difficulty, you can lodge a support ticket via our Helpdesk by calling 1300-131-003 during office hours, 9am-5pm Monday to Friday or sending an email to our support ticket system at support@escapeonline.com.au
- On weekends or Public Holidays it is still possible to lodge faults or service difficulty problems by sending an email to support@escapeonline.com.au or leaving a message on which will be attended to as soon as possible.
- Should you need to talk to the Telecommunications Industry Ombudsman you can find their website at: <http://www.tio.com.au>

Information about Billing

All recurring charges are calculated on a calendar month basis and charged in advance with the exception of the first invoice that includes pro-rata charges for the partial use of the service in the first month as well as the next full month's fees.

One off charges are billed on occurrence in arrears.

Any additional usage charges are billed monthly in arrears.
