



Bonded Broadband/ADSL

Critical Information Summary

Information about the Service

This service consists of 2 or more internet capable links that are bonded together to form a single virtual connection. By necessity all services must be provided by Escape Online as part of the service.

- The minimum Term of Service is 12 months
- Early Termination fees will apply if the service is cancelled prior to the completion of the minimum contract term.

This service includes a bonding device that is required to bond various services together and is supplied and warranted by a third party provider. Other networking equipment such as modems, routers and switches are not included in the pricing below. Should assistance be required in regards to obtaining and configuring this hardware, then we will endeavour to assist where possible.

This document forms part of our Standard Terms and Conditions.

Information about Pricing

	Bonding 100	Bonding 250	Bonding 500	Bonding 1000
Included Data	100GB	250GB	500GB	1TB
Monthly Fee	\$99/link/month	\$175/link/month	\$250/link/month	\$375/link/month
Excess Usage	\$2.20/GB	\$2.20/GB	\$2.20/GB	\$2.20/GB
Setup Fee	\$750 including hardware – includes Bonder plus 2 modems			
Minimum Contract Term	12 Months	12 Months	12 months	12 months
Early Termination Fees	\$Cost of Service x #number of months remaining on contract			
Total Minimum Plan Cost	\$2376	\$4200	\$6000	\$9000
Data cost/GB	\$1.98/GB	\$1.40/GB	\$1.00/GB	\$0.75/GB



- all prices are inc GST.
- This service pricing is exclusive of any internet access or usage charges that are applied for the specific service.
- See information on our website for pricing on individual service types at <http://www.escapeonline.com.au/broadband/bondbroad.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.
