



Ethernet

Critical Information Summary

Information about the Service

This service consists of an Ethernet connection over copper wire. Installation of new twisted pair cables is required in order to facilitate this service. This service provides a very scalable solution for customers requiring high speed inbound and outbound access with speeds ranging from 10mb up to 1GB (determination of maximum speed available will be made upon application).

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

This document forms part of our Standard Terms and Conditions.

Information about Pricing

	E10M100	E20M500	E100M500	E1000M500
Included Data	100GB	500GB	500GB	500GB
Monthly Fee	\$369/month	\$499/month	\$799/month	\$999/month
Excess Usage Fees	\$22/GB	\$22/GB	\$22/GB	\$22/GB
Setup Fee	\$0 on 24mth plan	\$0 on 24mth plan	\$0 on 24mth plan	\$0 on 24mth plan
Min Contract Term	24 Months	24 Months	24 months	24 months
Early Termination Fees	\$369 x months remaining of term	\$499 x months remaining of term	\$799 x months remaining of term	\$999 x months remaining of term
Total Min Plan Cost on 24 mths	\$8856 with \$0 setup fee	\$11976 with \$0 setup fee	\$19176 with \$0 setup fee	\$23976 with \$0 setup fee
Data Cost per GB	\$3.69/GB	\$1.00/GB	\$1.60/GB	\$2/GB

- All prices are inclusive of GST.
- For more information see our website at <http://www.escapeonline.com.au/broadband/ethernet.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.
