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## WHAT YOU NEED TO KNOW - INFORMATION ABOUT OUR SERVICES

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We hope the information below will assist you with the use of our services.

#### 1 MANAGING YOUR SPEND

##### *Usage notifications:*

If you are a residential or business customer, we will help you control your spend by providing you with notifications via email when you reach 50%, 85% and 100% of your data allowance that is included in your broadband plan.

Usage notifications do not occur in real time but with a delay of not more than 24 hours after you actually reached the respective thresholds.

##### *Other ways of managing your spend:*

There may be other ways of keeping your spend on track, by monitoring your spend online through our website. Please contact us for more information.

*Estimate your data usage:*

The table below may be of assistance to gain a better understanding of how much data you are using. This may help you choose the right service and avoid unexpectedly high bills. Please note that actual usage will depend on the device used, the technology used and other factors. The information below is based on averages and provides estimates only. Please note, Escape Communications does not supply mobile phone services at this time, so these numbers should only be used a guide and not a totally accurate reflection about data usage for wired internet connections.

Email text only	30 - 50 KB
Email with attachment, i.e. document or photo	350 KB - 4 MB
Website viewing	1 MB
Streaming video/minute	7 MB (3G), 30 MB (4G)
Streaming music/minute	1 MB
Downloading a song	6 MB
Downloading an app	30 - 100 MB
Uploading a photo	4 MB
Making a video call with an app/minute	8 MB (3G), 24 MB (4G)

## 2 PAYING US

*Your bill:*

We will bill you monthly in advance and your bill will be emailed to you. This information is contained within all our CIS compliance documents in further detail.

You can pay your bill free of charge via EFT or credit card. Payment by cheque may also be allowed but only upon application.

*Financial hardship:*

Our financial hardship policy is available here

<http://www.escapeonline.com.au/docs/FinancialHardshipPolicy.pdf>

### 3 HARDWARE AND WARRANTIES

Escape Communications does not supply hardware except through third party providers. Those providers will supply their own, as well as any manufacturer warranties that may apply. If you require clarification on warranty information for any hardware supplied you may contact us during business hours for assistance.

Apart from those services that require hardware, Escape will assist ONLY with recommendations as to purchase of hardware in the event of a customer request, but will not be responsible for such hardware or the advice given.

### 4 DEALING WITH US

If you would like to appoint an authorised representative who deals with us on your behalf or if you wish to use an advocate, please contact us. If you wish to appoint an authorised representative, please use this form

<http://www.escapeonline.com.au/docs/AppointAuthorisedRepresentative.pdf>

### 5 FEEDBACK AND COMPLAINTS

We are here to help! Please contact us if you wish to give feedback or make a complaint. A summary of our complaint handling process is available here:

<http://www.escapeonline.com.au/docs/ComplaintHandlingProcess.pdf>