



Information about the Service

Description of the Service - Our Voice over IP (VoIP) telephone service

provides crystal clear telephone calls at rates well below standard telephone service providers, without the need for telephone line rental! We can provide this service nationally, at the same cost for both metropolitan and rural users.

Our VoIP services include the following monthly benefits:

- Cheaper Call Rates
- Free on net calls
- Awesome Local Customer Service

Availability & System Requirements – You need to have a broadband connection to use this service; if you do not have one, we can supply one at an additional cost.

This service does not support the 'Priority Assistance' service feature for persons with life-threatening medical conditions; nor do we currently provide support for teletypewriter equipment or calls to some operator or premium rate services. VoIP uses new technology and as such certain services like monitoring services, fax/modem & alarms may not function.

Minimum Term – There is no minimum term.

Equipment needs – You need an approved compatible device to use this service. If you do not already have one EscapeNet can sell you one at an additional cost.

Information about Pricing

The following table lists the pricing for the VoIP SIP services:

Plan Name	Monthly Charge	On-Net & 1 800 Calls	Local & National	13/1300 Calls	Mobile Calls
VoIP Starter	\$0	Free	25c	\$0.35	\$0.35/minute A two minute call Costs \$0.70
VoIP Life	\$9.90 per line	Free	100 Free calls then \$0.10	\$0.30	\$0.22/minute A two minute call Costs \$0.44

International rates vary – Please refer to International call rates on our website.

Critical Information Summary – VoIP

Upfront Fees & Cancellation Fees – There are no upfront or early termination fees for this service.

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 usage - We will provide you with call detail usage either on your bill (if you have no internet service with us) or via our website at www.esc.net.au/go/myaccount

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