



Information about the Service

Description of the Service – Our National Broadband Network (NBN)

service will utilise fibre and fixed wireless to improve the way you connect with others. It is designed to provide everyone with high speed internet access. This service can be bundled with one the NBN Phone Saver Plans to provide you with a complete telecommunications service that provides great value. Visit our website to view these awesome plans www.esc.net.au/nbn. This NBN Internet service includes the following monthly benefits:

- No Excess quota usage charges
- 10 email addresses
- Awesome Speed
- Email protection
- Personal Web Space
- Awesome Local Customer Service

Availability & System Requirements – Coverage extends to a growing number of areas across Australia. You can determine your availability using our service qualification tool at www.esc.net.au/go/nbnsq

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. NBN uses new technology and as such certain services like monitoring services, fax/modem & alarms may not function.

Minimum Term – This service can be on a month by month term or you can choose a 1, 12 or 24 month contract.

Equipment needs – You need an approved compatible router to use this service. In addition, you need a compatible telephone handset. We recommend that you purchase one of our approved pre-configured routers.

Information about Pricing

The following tables list the bundled NBN data plan options and telephone rates:

NBN Plan Name	Monthly Included Data	Minimum Monthly Charge	Minimum Cost 1 Month Inc. \$99 Set Up	Minimum Cost 12 Months Inc.\$45 Set Up	Minimum Cost 24 Months Free Set up	Data Unit Cost (per Gb)
Standard (12/1)	250GB	\$49.90	\$148.90	\$643.80	\$1197.60	\$0.20c
Standard (12/1)	Unlimited	\$59.90	\$158.90	\$763.80	\$1437.60	N/A
Standard (12/1)	Unlimited Plus	\$69.90	\$168.90	\$883.80	\$1677.60	N/A
Fast (25/5)	250GB	\$59.90	\$158.90	\$763.80	\$1437.60	\$0.24c
Fast (25/5)	Unlimited	\$69.90	\$168.90	\$883.80	\$1677.60	N/A
Fast (25/5)	Unlimited Plus	\$79.90	\$178.90	\$1003.80	\$1917.60	N/A

Critical Information Summary – NBN Internet Plans

Faster (50/20)	500GB	\$79.90	\$178.90	\$1003.80	\$1917.60	\$0.16c
Faster (50/20)	1000GB	\$89.90	\$188.90	\$1123.80	\$2157.60	\$0.09c
Faster (50/20)	1000GB PLUS	\$99.90	\$198.90	\$1243.80	\$2397.60	\$0.09c
Fastest (100/40)	500GB	\$89.90	\$188.90	\$1123.80	\$2157.60	\$0.18c
Fastest (100/400)	1000GB	\$99.90	\$198.90	\$1243.80	\$2397.60	\$0.09c
Fastest (100/40)	1000GB PLUS	\$109.90	\$208.90	\$1363.80	\$2637.60	\$0.10c

Data Usage – Both uploads and downloads count towards your data allowance. If you exceed your monthly data allowance, your service will be slowed down to 256kbps for all usage until the next billing cycle begins. This means that you will not be charged for extra data usage. You may elect to purchase data blocks in addition to your normal quota. Information is available at www.esc.net.au/go/datablock

Upfront Fees & Cancellation Fees – calculated as per the table below.

Contract Term	Upfront Costs	Early Termination Fees
1 Month	\$99	N/A
12 Months	\$45	\$99
24 Months	Free Connection	\$129

Other Charges	Fee Amount
NBN Co New Development Charge	\$300
Faults: Incorrect Call out Fee/ Not In Attendance Fee	\$265
Early Withdrawal Fee	\$55

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Payment Processing Fee - Autopay is payment by Direct Debit (Bank Acct, Credit Card). Failure to use Autopay incurs a \$4.95 fee. We accept BPAY, PostbillPay, Credit Card, Cash & Cheque payments without surcharge to approved customers who choose quarterly billing.

Other Information

Checking your data usage - We will provide you with data usage alerts via email once you have reached 50%, 85% & 100% of your data allowance. You can also monitor your phone & data usage by calling us or at www.esc.net.au/go/myaccount

NBN Battery Back Up - We do not provide a battery backup as part of the service. Please read our SFOA Part E NBN Service for further information.

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