



VoIP Service

Critical Information Summary

Information about the Service

Escape offers VoIP telephony services. Utilising the same copper cable that your ADSL/phone or fax service resides on, we can offer a full range of services including in-dial/out-dial/forwarding/web management/voicemail and all independent of location throughout Australia via the Voice over Internet Protocol.

- The minimum term of service is for 12 months.
- Early Termination fees apply.

This document forms part of our Standard Terms and Conditions.

Information about Pricing

VoIP

	SOHO	PRO	PLUS	CITY
Concurrent Calls	2	5	10	20
Included Calls	\$50/month	\$90/month	\$300/month	\$600/month
Add fees – local	12c/call			
Add fees - national	12c (untimed/call)			
Add fees - mobile	26.9c/min (no flag fall)			
Setup Fee	\$220	\$220	\$220	\$220
Virtual PABX option	\$16.50/mth/user			
Monthly Cost	\$89	\$149	\$399	\$799
Min Contract Term	12 months	12 months	12 months	12 months
Early Termination Fees	\$Cost of Contract x months of contract term left			
Total Min Plan Cost	\$1079.40	\$1799.40	\$4799.40	\$9599.40



- All prices are inclusive of GST.
- This service pricing is exclusive of any internet access or usage charges. See information on our website at
- <http://www.escapeonline.com.au/phone/voip.html> for more details

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.
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