



Wireless

Critical Information Summary

Information about the Service

Wireless is an alternative to Ethernet or ADSL where these services are not available due to lack of infrastructure or simply the tyranny of distance precludes using them. The service consists of a radio transmitter/receiver installed on the roof of the client premises which communicates with a radio at a nearby transmission tower. Setup fee includes an onsite inspection for accurate determination of viability of the service.

- All hardware is provided by the network supplier and all hardware remains their exclusive property.
- Speeds for this service range from 4mb to 20mb symmetrical. Data is included with the service but excess data fees do apply over the allotted data limits.
- The service terminates to a Cat5 ethernet cable. All installation is done by approved subcontractors.
- The minimum Term of Service is 24 months
- Early Termination fees will apply if the service is cancelled prior to the completion of the minimum contract term.
- This service does include 3rd party supplied hardware.
- Other networking equipment such as firewalls, routers and switches or other devices are not included in the pricing below.

This document forms part of our Standard Terms and Conditions.



Information about Pricing

	W4M20	W8M50	W10M100	W20M160
Included Data	20GB	50GB	100GB	160GB
Monthly Fee	\$849/month	\$1749/month	\$2399/month	\$4399/month
Excess Usage Fees	\$22/GB	\$22/GB	\$22/GB	\$22/GB
Setup Fee	\$1450	\$1450	\$2450	\$2950
Min Contract Term	24 Months	24 Months	24 months	24 months
Early Termination Fees	\$849 x term remaining	\$1749 x term remaining	\$2399 x term remaining	\$2950 x term remaining
Total Min Plan Cost	\$21,826	\$43,426	\$60,026	\$108,526
Data Costs per GB	\$43/GB	\$35/GB	\$24/GB	\$28/GB

- all prices are inclusive GST.
- See information on our website at <http://www.escapeonline.com.au/broadband/wireless.html> for additional information on this service.

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.