

## Critical Information Summary

### VoIP

#### Information about the Service

Adam Internet VoIP services allow you to make cheap calls through your broadband connection, instead of your traditional phone line.

#### Requirements & Availability

You will require a VoIP-enabled ADSL modem (along with a handset) to connect your VoIP service. Adam Internet can sell you a suitable device at additional cost. Alternatively, if your modem isn't VoIP enabled, you can purchase a VoIP adapter (ATA).

VoIP is not sold as a standalone service. A range of VoIP plans are available, and the table below details which plans are eligible by Broadband service' type.

VoIP Plan	Eligibility
Netphone 1	All Residential ADSL Broadband plans (no PSTN bundle)
Netphone 2	All Residential ADSL Broadband plans (with PSTN bundle) All Fibre and NBN Plans
AdamTalk	Included with Naked DSL plans

#### Minimum Term

No minimum terms are applied to Adam Internet VoIP services.

#### Included Features

All Adam Internet VoIP services include a range of great features listed in the table below. A selection of enhanced features are available at an additional cost, with more detail at [www.adam.com.au/phone/netphone-voip/features](http://www.adam.com.au/phone/netphone-voip/features).

3-Way Calling	Call Forwarding	Calling Line ID Blocking	Call Return
Call Waiting	Do Not Disturb	Voice Mail	

## Information about Pricing

#### Monthly Charges

Adam Internet offers 3 VoIP plans, each with a standard monthly rental, and varied call rates detailed further below.

Plan Name	Minimum Monthly Charge
Netphone 1	\$9.95
Netphone 2	\$9.95
AdamTalk	\$0.00

## Call Charges

Plan Name	Calls to other Adam	Local Calls	National Calls	Calls to Mobile*	International **	1300 & 13
Netphone 1	Included	15c untimed	15c untimed	29c/min	from 5c/min	30c untimed
Netphone 2		Included	Included			
AdamTalk		Included	Included			
Business VoIP		15c untimed	15c untimed			

\*Calls to Mobile are charged per 30 second block

\*\*International rates vary by destination, full rates at [www.Adam Internet.net.au/phone/netphone-voip/international](http://www.Adam Internet.net.au/phone/netphone-voip/international)

- Timed charges for International calls are assessed on a per second basis, with a minimum assessed duration of one minute
- Included local & national calls are subject to our fair use policy available at [www.Adam Internet.net.au/about/legal](http://www.Adam Internet.net.au/about/legal)

## Setup Fee

No setup fees are charged with Adam Internet VoIP services.

## Contracting & Early Cancellation Fees

Adam Internet VoIP plans aren't contracted, and as a result no early cancellation fees are applied.

## Standardised Cost Information

A call to a standard national mobile incurs a per minute rate of 29c per minute with no flag fall charges.

- A 2 minute national mobile call will cost \$0.58

## Other Information

### Usage Information

Customers can obtain information on their VoIP usage at [www.adam.com.au/toolbox](http://www.adam.com.au/toolbox).

### Customer Service Contact Details

You can contact Adam Internet customer service for Support & Billing assistance via 08 8423 4000 or emailing [help@adam.com.au](mailto:help@adam.com.au), or for Sales assistance via 08 8423 4030 or emailing [sales@adam.com.au](mailto:sales@adam.com.au) or via appropriate contact form to the appropriate area at [www.adam.com.au/contact](http://www.adam.com.au/contact).

### Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please follow the escalation process outlined at [www.adam.com.au/about/legal/escalation-process](http://www.adam.com.au/about/legal/escalation-process).

### Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint).