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. To top it off, every Adam VoIP plan includes all your local & national calls.

Requirements & Availability
You will require a VoIP-enabled ADSL modem (along with a handset) to connect your VoIP service. Adam Internet can sell or rent 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	All Residential ADSL Broadband, 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 **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 2 VoIP plans, each with a standard monthly rental, and varied call rates detailed further below.

Plan Name	Minimum Monthly Charge	Minimum Monthly Charge
Netphone	$9.95	$208.85
AdamTalk	$0.00	$288.95

- Minimum Monthly Charge is the monthly rental fee associated with the VoIP service.
- Total minimum cost for Netphone is $9.95 Netphone, $49.95 ADSL1 Home-1, $79.95 DSL setup fee, $69 DSL early termination fee, plus any calls made/additional charged features added.
- Total minimum cost for AdamTalk is $69.95 Naked Home-1, $150 Naked DSL setup fee, $69 early termination fee, plus any calls made/additional charged feature added.

Call Charges

Plan Name	Calls to other Adam VoIP	Local Calls	Standard National Calls	Calls to Australian Mobile*	International**	1300 &13
Netphone	Included	Included	Included	29c/min	From 5c/min	30c untimed
AdamTalk						

Calls to Australian Mobile are charged per 30 second block
International rates vary by destination, full rates at **adam.com.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 **adam.com.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 flagfall charges.
- A 2 minute national mobile call will cost $0.58

Other Information

Usage Information
Customers can obtain information on their VoIP usage at **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**, or for Sales assistance via **08 8423 4030** or emailing **sales@adam.com.au** or via appropriate contact form to the appropriate area at **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 **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 **tio.com.au/making-a-complaint**