

Critical Information Summary

Information about the Service

Adam Business Bonded DSL provides a high speed dual ADSL2+ internet connection, providing businesses up to double the connection speed of a standard Naked ADSL2+ service. Adam Business Bonded DSL plans include a static IP address, and no shaping. At present four data plans are available as part of the Adam Business Bonded DSL suite. All plans are available on a minimum 12 or 24 month contract term.

An active telephone service is not a requirement for an Adam Business Bonded DSL connection. Adam Internet does not require you to bundle Adam Business Bonded DSL with any other service. You may elect to use your own router however Adam Internet will supply a Bonded DSL compatible router configured in bridged mode upon service installation. The minimum costs stated below are inclusive of the mandatory purchase of the router equipment.

Information about Pricing

These plans provide the following inclusions; all prices are inclusive of GST:

Adam Business Bonded DSL

Plans	100GB	250GB	500GB	1000GB
Minimum monthly charge	\$180	\$210	\$240	\$270
Included data allowance	100GB	250GB	500GB	1000GB
Cost of 1MB of data	0.18c	0.084c	0.048c	0.027c
Max charge for early termination out of contract	\$0	\$0	\$0	\$0
Max charge for early termination 1 – 12 months remaining on contract	\$200	\$200	\$200	\$200
Max charge for early termination 13 – 24 months remaining on contract	\$400	\$400	\$400	\$400
Min. cost over 12 month contract term	\$3,160	\$3,520	\$3,880	\$4,240
Min. cost over 24 month contract term	\$5,220	\$5,940	\$6,660	\$7,380

Other Information

Other fees and charges

All other possible fees and charges can be found at <https://www.adam.com.au/legal?sfc-broadband>

You can access your data usage information at <https://members.adam.com.au/usage/>

- If the monthly download quota is reached your service will continue to operate at full speed and usage over and above the chosen plan quota will be charged monthly at \$5 per GB.
- Maximum monthly charge: If you use all of your monthly data allowance you will have to pay more than the stated minimum monthly charge above.
- We will advise you of the installation appointment date from Telstra. A person over the age of 18 must be present at the appointment on that date to grant Telstra access to the premises if required.
- If you need to change the appointment for the installation of your service you must provide us with notice at least 5 business days before the appointment day.
- If no one is in attendance during the appointment window or you do not advise us of your need to change your appointment within 5 business days prior to the appointment, we will charge you a missed appointment fee of \$109 and will reschedule the appointment. Should a technician's appointment be missed, a new appointment will be made for approximately 10 working days later.
- All BusinessChoice Naked plans include a static IP address.
- A service relocation to another address is \$200. To relocate your service, a fee to disconnect from the current premises will apply if you are still under contract. Please see the above tables for more information. A setup fee will apply when the service is connected at the new premises.

Customer Service Contact Details

You can call our customer service team on (08) 8423 4000. For opening times and more information visit www.adam.com.au/contact

Dispute Resolution

If you have a concern with the service we have offered to you, please call (08) 8423 4000. If you feel your issue has not been dealt with effectively you can ask to speak with an Adam Internet Escalations Officer.

To contact the Telecommunications Industry Ombudsman you can Call 1800 062 058, or send a letter to PO Box 276, Collins Street West, VIC 8007. Further details are available at <http://www.tio.com.au/about-us/contact-us>