

Critical Information Summary

Information about the Service

AdamBasicChoice delivers a broadband service over PSTN (voice line) using Telstra Wholesale equipment in areas where AdamDirect infrastructure is not available. There are a number of different plans available with the AdamBasicChoice service, each with varying data inclusions (see Information about Pricing for more details).

All plans are available on a minimum 0 month contract term.

A telephone service is a requirement for an AdamBasicChoice connection. Adam Internet does not require you to bundle AdamBasicChoice with any other service. You may elect to use your own modem, or purchase one from Adam Internet (you can offset the cost of the modem by entering into a contract).

Information about Pricing

At present five plans are offered as part of the AdamBasicChoice suite. These plans provide the following inclusions; all prices are inclusive of GST:

AdamBasicChoice	5+5GB	20+20GB	50+50GB	100+100GB	150+150GB
Minimum monthly charge	\$40	\$50	\$60	\$80	\$100
Max. charge for early termination 0 months remaining on contract	\$65	\$65	\$65	\$65	\$65
Max. charge for early termination 1 – 12 months remaining on contract	\$165	\$165	\$165	\$165	\$165
Max. charge for early termination 13 – 24 months remaining on contract	\$265	\$265	\$265	\$265	\$265
Max. charge for early termination 25 – 36 months remaining on contract	\$365	\$365	\$365	\$365	\$365
Included data allowance	5GB on-peak 5GB off-peak	20GB on peak 20GB off-peak	50GB on-peak 50GB off-peak	100GB on-peak 100GB off-peak	150GB on-peak 150GB off-peak
Cost of 1MB of data	\$0.0040	\$0.0013	\$0.0006	\$0.0004	\$0.0003
Min. cost over 0 month contract term	\$140	\$150	\$160	\$180	\$200
Min. cost over 12 month contract term	\$530	\$650	\$770	\$1,010	\$1,250
Min. cost over 24 month contract term	\$960	\$1,200	\$1,440	\$1,920	\$2,400

Other Information

Other fees and charges

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

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

- The AdamBasicChoice 5+5GB plan is only capable of a maximum speed of 1.5Mbps/256kbps. All other plans are capable of speeds of up to 20Mbps/1Mbps. Actual speeds vary due to a number of factors such as your distance from an exchange, the network connecting the exchange, your hardware and software and internet traffic.
- Maximum monthly charge: If you use all of your monthly data allowance and purchase additional data blocks you will have to pay more than the stated minimum monthly charge above.
- If you exceed your quota, your download speed is shaped to 128/128k for the remainder of your billing month. If you exhaust your monthly download allowance, you can purchase additional data from your Adam Internet Members Area at members.adam.com.au. Data can be purchased in the following quantities:

Data amount	Cost
2GB Data Block	\$5.00
5GB Data Block	\$10.00
10GB Data Block	\$15.00
20GB Data Block	\$30.00
40GB Data Block	\$60.00

- All AdamBasicChoice plans include a dynamic IP address.
- A service relocation to another address is \$99.

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>