

Critical Information Summary

Information about the Service

AdamEzyChoice ADSL2+ is an ADSL2+ broadband internet service. There are a number of different plans available with the AdamEzyChoice ADSL2+ service, each with varying data inclusions (see Information about Pricing for more details). All plans are available on a minimum 0 month contract term.

An active telephone service is required for an AdamEzyChoice ADSL2+ connection. Adam Internet does not require you to bundle AdamEzyChoice ADSL2+ 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 six plans are offered as part of the AdamEzyChoice ADSL2+ suite. These plans provide the following inclusions; all prices are inclusive of GST:

AdamEzyChoice ADSL2+	4GB	20GB	200GB	250GB	500GB	1000GB
Minimum monthly charge	\$35	\$40	\$50	\$80	\$110	\$140
Max. charge for early termination 0 month contract	\$65	\$65	\$65	\$65	\$65	\$65
Max. Charge for early termination 1 – 12 months remaining on contract	\$165	\$165	\$165	\$165	\$165	\$165
Max. Charge for early termination 13 – 24 months remaining on contract	\$265	\$265	\$265	\$265	\$265	\$265
Max. Charge for early termination 25-36 months remaining on contract	\$365	\$365	\$365	\$365	\$365	\$365
Included data allowance	4GB	20GB	200GB	250GB	500GB	1000GB
Cost of 1MB of data	\$0.0088	\$0.0020	\$0.0003	\$0.0003	\$0.0002	\$0.0001
Min. cost over 0 month contract term	\$135	\$140	\$150	\$180	\$210	\$240
Min. cost over 12 month contract term	\$470	\$530	\$650	\$1010	\$1370	\$1730
Min. cost over 24 month contract term	\$840	\$960	\$1200	\$1920	\$2640	\$3360

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/>

- 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 cancel your AdamEzyChoice ADSL2+ service within six months of connection, a \$65 Early Termination Fee is applicable. For all other cancellation fees, see: <http://www.adam.com.au/legal?sfc-broadband>
- If you exhaust your monthly download allowance, you can purchase additional data from your Adam Internet Members' Area at www.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 AdamEzyChoice ADSL2+ 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>