

## Critical Information Summary

### Information about the Service

Business AnyG delivers high speed mobile internet over the Optus 3G network. At present, five data inclusions are offered as part of AdamAnyG suite. A minimum contract terms of 12 months is required.

As AdamAnyG is a wireless service, an active telephone service is not a requirement. Adam Internet does not require you to bundle AdamAnyG with any other service. A SIM card from Adam Internet is a requirement for this service. You may elect to offset the cost of the SIM by entering into a contract.

### Information about Pricing

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

#### Business AnyG Plans

Business AnyG	1.5GB	5GB	9GB	12GB	18GB
Minimum monthly charge	\$24.90	\$34.90	\$44.90	\$64.90	\$84.90
Included data allowance	1.5GB	5GB	9GB	12GB	18GB
Max charge for early termination out of contract	\$0	\$0	\$0	\$0	\$0
Max charge for early termination 1 – 12 months remaining on contract	\$50	\$50	\$50	\$50	\$50
Max charge for early termination 13 – 24 months remaining on contract	\$100	\$100	\$100	\$100	\$100
Min 12 month contract cost	\$333.80	\$453.80	\$573.80	\$813.80	\$1,053.80
Min 24 month contract cost	\$597.60	\$837.60	\$1,077.60	\$1,557.60	\$2,037.60
Cost of 1 MB	1.66c	0.698c	0.50c	0.54c	0.47c

### 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/>

- Monthly data is calculated by combining your download and upload usage.
- Maximum monthly charge: if you use all of your monthly data allowance, your service is suspended. You may elect to enable excess data at rate of 6c per MB – doing so will result in having to pay more than the stated minimum monthly charge above.
- Excess data can be enabled from the Member Services Area.
- Coverage is only available in Optus 3G enabled areas.
- Accounts are payable monthly in advance either by credit card or by direct debit.
- All Business AnyG plans include a static IP address.

#### **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](http://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>