

## Critical Information Netcomm NB16WV-02

### Information About The Service

The Netcomm NB16WV-02 modem is a basic 2.4GHz and 5GHz 802.11n wireless ADSL2+ integrated modem that allows you to surf the Internet and share files with multiple devices within your network.

#### Required Services & Availability

You will require a Westnet broadband internet service. If you wish to make use of the VoIP features of the modem you will need a separate VoIP plan.

Full technical specifications are available at <http://www.adam.com.au/internet/broadband/adsl/hardware/>

#### Minimum Term

Separate contract terms may apply for your broadband plan.

### Information about Pricing

#### Minimum Monthly Charge

The cost of the Netcomm modem is in addition to your standard monthly iiNet broadband & VoIP product charges.

Plan Name	Minimum Monthly Charge
24 Month contract with associated iiNet broadband plan	\$99.00
Outright price (no associated broadband contract)	\$109.00

- **No postage charges are charged to deliver the unit.**

### Other Information

#### Customer Service Contact Details

You can contact Adam customer service for Support on 08 8423 4000 or [support@adam.com.au](mailto:support@adam.com.au) For sales assistance you can call 08 8423 4030 or [sales@adam.com.au](mailto:sales@adam.com.au) or via the appropriate contact form located at <http://www.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 <http://www.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 [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint)