

Critical Information Summary

Information about the Service

AdamEzyChoice Fibre provides a high speed fibre internet connection that is limited to residents who reside in Lochiel Park, Lightsview and Blakes Crossing. At present six data inclusions are offered over 25Mbps, 50Mbps and 100Mbps speeds as part of AdamEzyChoice Fibre suite. All plans are available on a minimum 0 month contract term.

An active telephone service is not a requirement for an AdamEzyChoice Fibre connection. Adam Internet does not require you to bundle AdamEzyChoice Fibre 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

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

AdamEzyChoice Fibre 25Mbps	4GB	20GB	100GB	250GB	500GB	1000GB
Minimum monthly charge	\$45	\$50	\$60	\$90	\$120	\$150
Included data allowance	4GB	20GB	100GB	250GB	500GB	1000GB
Cost of 1MB of data	\$0.0113	\$0.0025	\$0.0006	\$0.0004	\$0.0002	\$0.0002
Max charge for early termination out of contract	\$0	\$0	\$0	\$0	\$0	\$0
Max charge for early termination 1 – 12 months remaining on contract	\$100	\$100	\$100	\$100	\$100	\$100
Max charge for early termination 13 – 24 months remaining on contract	\$200	\$200	\$200	\$200	\$200	\$200
Max charge for early termination 25 – 36 months remaining on contract	\$300	\$300	\$300	\$300	\$300	\$300
Min. cost over 0 month contract term	\$145	\$150	\$160	\$190	\$210	\$240
Min. cost over 12 month contract term	\$590	\$650	\$770	\$1,130	\$1370	\$1730
Min. cost over 24 month contract term	\$1,080	\$1,200	\$1,440	\$2,160	\$2640	\$3360
AdamEzyChoice Fibre 50Mbps	4GB	20GB	100GB	250GB	500GB	1000GB
Minimum monthly charge	\$65	\$70	\$80	\$110	\$140	\$170
Included data allowance	4GB	20GB	100GB	250GB	500GB	1000GB
Cost of 1MB of data	\$ 0.0163	\$ 0.0035	\$0.0008	\$0.0004	\$0.0003	\$0.0002
Max charge for early termination out of contract	\$0	\$0	\$0	\$0	\$0	\$0
Max charge for early termination 1 – 12 months remaining on contract	\$100	\$100	\$100	\$100	\$100	\$100
Max charge for early termination 13 – 24 months remaining on contract	\$200	\$200	\$200	\$200	\$200	\$200
Max charge for early termination 25 – 36	\$300	\$300	\$300	\$300	\$300	\$300

months remaining on contract						
Min. cost over 0 month contract term	\$165	\$170	\$180	\$210	\$240	\$270
Min. cost over 12 month contract term	\$830	\$890	\$1010	\$1370	\$1730	\$2090
Min. cost over 24 month contract term	\$1560	\$1680	\$1920	\$2640	\$3360	\$4080
AdamEzyChoice Fibre 100Mbps	4GB	20GB	100GB	250GB	500GB	1000GB
Minimum monthly charge	\$75	\$80	\$90	\$120	\$150	\$180
Included data allowance	4GB	20GB	100GB	250GB	500GB	1000GB
Cost of 1MB of data	\$0.0188	\$0.0040	\$0.0009	\$0.0005	\$0.0003	\$0.0002
Max charge for early termination out of contract	\$0	\$0	\$0	\$0	\$0	\$0
Max charge for early termination 1 – 12 months remaining on contract	\$100	\$100	\$100	\$100	\$100	\$100
Max charge for early termination 13 – 24 months remaining on contract	\$200	\$200	\$200	\$200	\$200	\$200
Max charge for early termination 25 – 36 months remaining on contract	\$300	\$300	\$300	\$300	\$300	\$300
Min. cost over 0 month contract term	\$175	\$140	\$150	\$180	\$210	\$240
Min. cost over 12 month contract term	\$950	\$530	\$650	\$1010	\$1370	\$1730
Min. cost over 24 month contract term	\$1,800	\$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/>

- 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 www.members.adam.com.au. 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.
- All AdamEzyChoice Fibre 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>