

Critical Information Summary

Information about the Service

AdamEzyChoice VDSL2 delivers a broadband service over PSTN (voice line) that is capable of speeds up to 100Mbps (on the AdamEzyChoice VDSL2 100Mbps plan). It is only available to residents at Precinct complex in the Adelaide CBD. There are a number of different plans available with the AdamEzyChoice VDSL2 service, each with varying data inclusions (see Information about Pricing for more details).

All plans are available on a minimum 0 month contract term. Adam Internet will supply you with a modem at your cost. You may elect to offset the cost of this modem by entering into a contract.

A telephone service is a requirement for an AdamEzyChoice VDSL2 connection. Adam Internet does not require you to bundle AdamEzyChoice VDSL2 with any other service.

Information about Pricing

At present six plans are offered as part of the AdamEzyChoice VDSL2 suite. These plans provide the following inclusions; all prices are inclusive of GST:

AdamEzyChoice VDSL2 25Mbps	4GB	20GB	200GB	250GB	500GB	1000GB
Minimum monthly charge	\$45	\$50	\$60	\$90	\$120	\$150
Max. charge for early termination out of 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	\$0.0113	\$0.0025	\$0.0003	\$0.0004	\$0.0002	\$0.0002
Min. cost over 0 month contract term	\$145	\$150	\$160	\$190	\$220	\$250
Min. cost over 12 month contract term	\$590	\$650	\$770	\$1,130	\$1,490	\$1,850
Min. cost over 24 month contract term	\$1,080	\$1,200	\$1,440	\$2,160	\$2,880	\$3,600

AdamEzyChoice VDSL2 50Mbps	4GB	20GB	200GB	250GB	500GB	1000GB
Minimum monthly charge	\$65	\$70	\$80	\$110	\$140	\$170
Max. charge for early termination out of 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	\$0.0163	\$0.0035	\$0.0004	\$0.0004	\$0.0003	\$0.0002

Min. cost over 0 month contract term	\$165	\$170	\$180	\$210	\$240	\$270
Min. cost over 12 month contract term	\$830	\$890	\$1,010	\$1,370	\$1,730	\$2,090
Min. cost over 24 month contract term	\$1,560	\$1,680	\$1,920	\$2,640	\$3,360	\$4,080

AdamEzyChoice VDSL2 100Mbps	4GB	20GB	200GB	250GB	500GB	1000GB
Minimum monthly charge	\$75	\$80	\$90	\$120	\$150	\$180
Max. charge for early termination out of 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	\$0.0188	\$0.0040	\$0.0005	\$0.0005	\$0.0003	\$0.0002
Min. cost over 0 month contract term	\$145	\$150	\$160	\$190	\$220	\$250
Min. cost over 12 month contract term	\$590	\$650	\$770	\$1,130	\$1,490	\$1,850
Min. cost over 24 month contract term	\$1,080	\$1,200	\$1,440	\$2,160	\$2,880	\$3,600

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 exhaust your monthly download allowance, you can purchase additional data from your Adam Internet Members' Area at www.members.adam.com.au.
- If you exceed your quota, your download speed is shaped to 128/128k for the remainder of your billing month.
- All AdamEzyChoice VDSL2 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>