

Critical Information Summary

Information about the Service

Adam NBN provides a high speed fibre internet connection, limited to residents who reside in NBN enabled areas. At present five data inclusions are offered over 12 Mbps, 25Mbps, 50Mbps and 100Mbps speeds as part of Adam NBN suite. All plans are available on a minimum 0 month contract term.

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

Adam NBN 12Mbps

Adam NBN 12Mbps	20GB	100GB	250GB	500GB	1000GB
Minimum monthly charge	\$45	\$60	\$70	\$105	\$145
Included data allowance	20GB	100GB	250GB	500GB	1000GB
Cost of 1MB of data	\$0.0023	\$0.006	\$0.0003	0.0002	\$0.0001
Max charge for early termination out of contract	\$0	\$0	\$0	\$0	\$0
Max charge for early termination 1 – 12 months remaining on contract	\$100	\$100	\$100	\$100	\$100
Max charge for early termination 13 – 24 months remaining on contract	\$200	\$200	\$200	\$200	\$200
Min. cost over 0 month contract term	\$145	\$160	\$170	\$205	\$245
Min. cost over 12 month contract term	\$590	\$770	\$890	\$1,310	\$1,790
Min. cost over 24 month contract term	\$1,080	\$1,440	\$1,680	\$2,520	\$3,480

Adam NBN 25Mbps

Adam NBN 25Mbps	20GB	100GB	250GB	500GB	1000GB
Minimum monthly charge	\$50	\$65	\$75	\$110	\$150
Included data allowance	20GB	100GB	250GB	500GB	1000GB
Cost of 1MB of data	\$0.0025	\$0.0007	\$0.0003	\$0.0002	\$0.0002
Max charge for early termination out of contract	\$0	\$0	\$0	\$0	\$0
Max charge for early termination 1 – 12 months remaining on contract	\$100	\$100	\$100	\$100	\$100
Max charge for early termination 13 – 24 months remaining on contract	\$200	\$200	\$200	\$200	\$200
Min. cost over 0 month contract term	\$150	\$165	\$175	\$210	\$250
Min. cost over 12 month contract term	\$650	\$830	\$950	\$1370	\$1850
Min. cost over 24 month contract term	\$1200	\$1560	\$1800	\$2640	\$3600

Adam NBN 50Mbps

Adam NBN 50Mbps	20GB	100GB	250GB	500GB	1000GB
Minimum monthly charge	\$60	\$75	\$85	\$120	\$160
Included data allowance	20GB	100GB	250GB	500GB	1000GB
Cost of 1MB of data	\$0.0030	\$0.0008	\$0.0003	\$0.0002	\$0.0002
Max charge for early termination out of contract	\$0	\$0	\$0	\$0	\$0
Max charge for early termination 1 – 12 months remaining on contract	\$100	\$100	\$100	\$100	\$100
Max charge for early termination 13 – 24 months remaining on contract	\$200	\$200	\$200	\$200	\$200
Min. cost over 0 month contract term	\$160	\$175	\$185	\$220	\$260
Min. cost over 12 month contract term	\$770	\$950	\$1070	\$1490	\$1970
Min. cost over 24 month contract term	\$1440	\$1800	\$2040	\$2880	\$3840

Adam NBN 100Mbps

Adam NBN 100Mbps	20GB	100GB	250GB	500GB	1000GB
Minimum monthly charge	\$70	\$85	\$95	\$130	\$170
Included data allowance	20GB	100GB	250GB	500GB	1000GB
Cost of 1MB of data	\$0.0035	\$0.0009	\$0.0004	\$0.0003	\$0.0002
Max charge for early termination out of contract	\$0	\$0	\$0	\$0	\$0
Max charge for early termination 1 – 12 months remaining on contract	\$100	\$100	\$100	\$100	\$100
Max charge for early termination 13 – 24 months remaining on contract	\$200	\$200	\$200	\$200	\$200
Min. cost over 0 month contract term	\$170	\$185	\$195	\$230	\$270
Min. cost over 12 month contract term	\$890	\$1070	\$1190	\$1610	\$2090
Min. cost over 24 month contract term	\$1680	\$2040	\$2280	\$3120	\$4080

Other Information

Other fees and charges

All other possible fees and charges can be found at <https://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 256/256k for the remainder of your billing month.
- 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.
- Adam NBN is only available in select areas. More areas will become available over time. Please consult the availability section of our NBN page for more information: <https://www.adam.com.au/products/profiles/adamnbn>
We will advise you of the installation appointment date from NBN Co. A person over the age of 18 must be present at the appointment on that date to grant NBN Co access to the premises if required.
- If you need to change the appointment for the installation of your service you must provide us with notice at least 5 business days before the appointment day.
- If no one is in attendance during the appointment window or you do not advise us of your need to change your appointment within 5 business days prior to the appointment, we will charge you a missed appointment fee of \$109 and will reschedule the appointment. Should a technician's appointment be missed, a new appointment will be made for approximately 10 working days later.
- Adam NBN is only available in select areas. More areas will become available over time. Please consult the availability section of our NBN page for more information: <https://www.adam.com.au/products/profiles/adamnbn>
- All Adam NBN plans include a dynamic IP address.
- To relocate your service, a fee to disconnect from the current premises will apply if you are still under contract. Please see the above tables for more information. A setup fee will apply when the service is connected at the new premises.
- All Adam NBN plans include a dynamic 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

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>