

# Critical Information Summary

## Information about the Service

Adam Business NBN provides a high speed fibre internet connection, limited to residents who reside in NBN enabled areas. Adam Business NBN plans include a static IP address, and subnet options. At present five data inclusions are offered over 12 Mbps, 25Mbps, 50Mbps and 100Mbps speeds as part of Adam Business 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. The minimum costs stated below are inclusive of the mandatory purchase of the router equipment.

## Information about Pricing

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

### Adam Business NBN 12Mbps

Adam NBN 12Mbps	20GB	100GB	250GB	500GB	1000GB
Minimum monthly charge	\$80	\$100	\$120	\$150	\$180
Included data allowance	20GB	100GB	250GB	500GB	1000GB
Cost of 1MB of data	0.4c	0.1c	0.048c	0.03c	0.018c
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 12 month contract term	\$1,089	\$1,329	\$1,569	\$1,929	\$2,289
Min. cost over 24 month contract term	\$1,920	\$2,400	\$2,880	\$3,600	\$4,320

### Adam Business NBN 25Mbps

Adam NBN 25Mbps	20GB	100GB	250GB	500GB	1000GB
Minimum monthly charge	\$90	\$110	\$130	\$160	\$190
Included data allowance	20GB	100GB	250GB	500GB	1000GB
Cost of 1MB of data	0.45c	0.11c	0.052c	0.032c	0.019c
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 12 month contract term	\$1,209	\$1,449	\$1,689	\$2,049	\$2,409
Min. cost over 24 month contract term	\$2,160	\$2,640	\$3,120	\$3,840	\$4,560

### Adam Business NBN 50Mbps

Adam NBN 50Mbps	20GB	100GB	250GB	500GB	1000GB
Minimum monthly charge	\$100	\$120	\$140	\$170	\$200
Included data allowance	20GB	100GB	250GB	500GB	1000GB
Cost of 1MB of data	0.5c	0.12c	0.056c	0.034c	0.02c
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 12 month contract term	\$1,329	\$1,569	\$1,809	\$2,169	\$2,529
Min. cost over 24 month contract term	\$2,400	\$2,880	\$3,360	\$4,080	\$4,800

## Adam Business NBN 100Mbps

Adam NBN 100Mbps	20GB	100GB	250GB	500GB	1000GB
Minimum monthly charge	\$120	\$140	\$160	\$190	\$220
Included data allowance	20GB	100GB	250GB	500GB	1000GB
Cost of 1MB of data	0.6c	0.14c	0.064c	0.038c	0.022c
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 12 month contract term	\$1,569	\$1,809	\$2,049	\$2,409	\$2,769
Min. cost over 24 month contract term	\$2,880	\$3,360	\$3,840	\$4,560	\$5,280

## 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 the monthly download quota is reached your service will continue to operate at full speed and usage over and above the chosen plan quota will be charged monthly at \$5 per GB. If you prefer a 'shaped' (shaping speed 512K/512K) service you may change this preference via <https://members.adam.com.au>.
- Maximum monthly charge: If you use all of your monthly data allowance you will have to pay more than the stated minimum monthly charge above.
- 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 Business 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/adamnb>
- All Adam Business NBN plans include a static 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.

### 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>