

Critical Information Summary

Information about the Service

AdamEzyChoice WiMAX delivers a broadband equivalent using WiMAX technology. Adam Internet has deployed a WiMAX network across areas of Adelaide that are not traditionally eligible for ADSL. There are a number of different plans available with the AdamEzyChoice WiMAX service, each with varying data inclusions (see Information about Pricing for more details). All plans are available on a minimum 0 month contract term.

A telephone service is not a requirement for an AdamEzyChoice WiMAX connection. Adam Internet does not require you to bundle AdamEzyChoice WiMAX with any other service. The setup fee for this service covers the cost and installation of a WiMAX Antenna and the cost of a Billion 6404VGP R3 modem/router. You can offset the cost of this equipment by entering into a contract.

Information about Pricing

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

AdamEzyChoice WiMAX	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	\$250	\$250	\$250	\$250	\$250	\$250
Max charge for early termination 13 – 24 months remaining on contract	\$450	\$450	\$450	\$450	\$450	\$450
Max charge for early termination 25 – 36 months remaining on contract	\$600	\$600	\$600	\$600	\$600	\$600
Min. cost over 0 month contract term	\$795	\$800	\$810	\$840	\$870	\$900
Min. cost over 12 month contract term	\$1040	\$ 1100	\$ 1220	\$1580	\$1940	\$2300
Min. cost over 24 month contract term	\$1380	\$1500	\$1740	\$2460	\$3180	\$3900
Min. cost over 36 month contract term	\$1770	\$1,950	\$2,310	\$3,390	\$4470	\$5,550

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.
- 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.
- The installation cost is included in your setup cost. Standard installation covers most standard premises. If you are requesting an AdamMax service at a location that has no line of sight with the standard mast, the installation may require an extended height mast in order to receive a signal. If an extended mast is required, your maximum monthly charge will be more than the stated minimum monthly charge above as there will be an additional cost of \$120 for a technician to supply and install the mast. In cases where this is required, another installation appointment may need to be organised.
- All AdamEzyChoice WiMAX plans include a dynamic IP address.
- A relocation fee of \$750 is applicable for AdamEzyChoice WiMAX.

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>