

Critical Information Summary

Information about the Service

AdamAnyG delivers high speed mobile internet over the Optus 3G network. At present, five data inclusions are offered as part of AdamAnyG suite. All plans are available on a minimum 0 month contract term.

As AdamAnyG is a wireless service, an active telephone service is not a requirement. Adam Internet does not require you to bundle AdamAnyG with any other service.

Information about Pricing

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

AnyG Plans

AdamAnyG	1.5GB	5GB	9GB	12GB	18GB
Minimum monthly charge	\$19.90	\$29.90	\$39.90	\$59.90	\$79.90
Included data allowance	1.5GB	5GB	9GB	12GB	18GB
Max charge for early termination out of contract	\$0	\$0	\$0	\$0	\$0
Max charge for early termination 1 – 12 months remaining on contract	\$50	\$50	\$50	\$50	\$50
Max charge for early termination 13 – 24 months remaining on contract	\$100	\$100	\$100	\$100	\$100
Min 0 month contract cost	\$34.90	\$44.90	\$54.90	\$74.90	\$79.90
Min 12 month contract cost	\$238.80	\$358.80	\$478.80	\$718.80	\$958.80
Min 24 month contract cost	\$477.60	\$717.60	\$957.60	\$1,437.60	\$1917.60
Cost of 1 MB	\$0.0128	\$0.0059	\$0.0044	\$0.0050	\$0.0044

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/>

- Monthly data is calculated by combining your download and upload usage.
- Maximum monthly charge: if you use all of your monthly data allowance, your service is suspended. You may elect to enable excess data at rate of 6c per MB – doing so will result in having to pay more than the stated minimum monthly charge above.
- Excess data can be enabled from the Member Services Area.
- Coverage may not be available in all areas.

- All AdamAnyG 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>