

# Critical Information Summary:

## Dialup

### Information About The Service

Access the internet from anywhere you can find a phone line – no fixed locations or coverage areas. Just plug in your modem and ‘dial up’ our national access number to get online.

You can even save \$10 per month on our dialup plans when you bundle with Adam Phone.

#### Requirements & Availability

To connect to Adam Internet Dialup service you’ll need a basic telephone service. You can use a suitable telephone service from another provider and pay the standard pricing, or you can use the Adam Internet Phone service (from \$29.95 per month) and receive \$10 off the monthly cost of your Adam Internet Dialup plan.

You will require a Dialup modem to connect (either an external modem, or some computers come with an internal modem).

#### Minimum Term

No monthly terms apply to Adam Internet Dialup services

#### Included Features

There are a range of value-added features included with Adam Internet Dialup, with further detail on the website;

|                         |                                      |                              |
|-------------------------|--------------------------------------|------------------------------|
| <b>Email Protection</b> | <b>1GB Webspace</b>                  | <b>5 email addresses</b>     |
| <b>No cutoff times</b>  | <b>No excess quota usage charges</b> | <b>24/7 customer service</b> |

### Information About Pricing

#### Monthly Charges

When you bundle Adam Internet Dialup plans with Phone, you’ll save \$10 on the monthly dialup plan price. Bundled pricing below does not include the price of Phone.

| Plan Name                                | Included Hours | Minimum Monthly Price | Maximum Monthly | Total Minimum Price (No Contract) | Total Maximum Price (No Contract) |
|--|----------------|-----------------------|-----------------|-----------------------------------|-----------------------------------|
| <b>Hourly Dialup</b>                     | 60hrs/mth      | \$19.95               | 29.95*          | \$19.95                           | 29.95*                            |
| <b>Hourly Dialup with Phone</b>          | 60hrs/mth      | \$9.95                | 29.95*          | \$9.95                            | 29.95*                            |
| <b>Unlimited Hours Dialup</b>            | Unlimited      | \$24.95               | \$24.95         | \$24.95                           | \$24.95                           |
| <b>Unlimited Hours Dialup with Phone</b> | Unlimited      | \$14.95               | \$14.95         | \$14.95                           | \$14.95                           |

- The Maximum monthly charge on Hourly Dialup plans is \$29.95 (the monthly charge + \$10 maximum excess for unbundled Hourly Dialup, or +\$20 maximum excess for Hourly Dialup with Phone)

#### Setup & Contracts

Dialup connections are not held to any contract term, do not incur any contract break fees, nor do they incur a setup cost.

## Other Information

### Call Usage Information

Customers can obtain information on their Phone usage at [adam.com.au/toolbox](http://adam.com.au/toolbox)

### Customer Service Contact Details

You can contact Adam Internet customer service for Support & Billing assistance via **08 8423 4000** or emailing [help@adam.com.au](mailto:help@adam.com.au), or for Sales assistance via **08 8423 4030** or emailing [sales@adam.com.au](mailto:sales@adam.com.au) or via appropriate contact form to the appropriate area at [adam.com.au/contact](http://adam.com.au/contact)

### Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please follow the escalation process outlined at [adam.com.au/about/legal/escalation-process](http://adam.com.au/about/legal/escalation-process)

### Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling **1800 062 058** or visiting the TIO website at [tio.com.au/making-a-complaint](http://tio.com.au/making-a-complaint)