

Critical Information Summary

BusinessChoice Naked provides a broadband internet service to residential customers, without requiring a PSTN (line rental) service. BusinessChoice plans include a static IP address with Subnet options, Annex-M options, and business grade support.

There are a number of different plans available with the BusinessChoice Naked service, each with varying data inclusions (see Information about Pricing for more details). A minimum contract term of 12 months is required.

Adam Internet does not require you to bundle BusinessChoice Naked with any other service. You may elect to purchase a modem from Adam Internet, or provide your own.

Information about Pricing

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

BusinessChoice NakedDSL

BusinessChoiceNaked ADSL2+	15GB	50GB	100GB	250GB	500GB	1000GB
Minimum monthly charge	\$60	\$70	\$80	\$110	\$140	\$170
Max charge for early termination out of contract	\$65	\$65	\$65	\$65	\$65	\$65
Max charge for early termination 1 – 12 months remaining on contract	\$165	\$165	\$165	\$165	\$165	\$165
Max charge for early termination 13 – 24 months remaining on contract	\$265	\$265	\$265	\$265	\$265	\$265
Included data allowance	15GB	50GB	100GB	250GB	500GB	1000GB
Min. cost over 12 month contract term	\$840	\$960	\$1080	\$1440	\$1800	\$2160
Cost of 1MB data	0.467c	0.16c	0.09c	0.048c	0.03c	0.018c
Min. cost over 24 month contract term	\$1,440	\$1,680	\$1,920	\$2,640	\$3,360	\$4,080
Cost of 1MB data	0.4c	0.14c	0.08c	0.044c	0.028c	0.018c

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/>

- Maximum Monthly Charge: If you exceed your quota, your download speed is shaped to 256/256k for the remainder of your billing month. You may elect to enable excess data at a rate of \$5 per GB, which will mean your maximum monthly charge will be higher than what is in the above table.

- We will advise you of the installation appointment date from Telstra. A person over the age of 18 must be present at the appointment on that date to grant Telstra 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.
- If you exhaust your monthly download allowance, you can purchase additional data from your Adam Internet Members' Area at members.adam.com.au. Data can be purchased in the following quantities:
- All BusinessChoice Naked plans include a static IP address.
- A service relocation to another address is \$99.

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>