



ADSL Online Application Form Broadband Checklist

Please read every option on this list as it will clarify some questions for you regarding your Broadband connection, inform you of some important aspects when using Broadband and provide you with some procedural requirements relating to your phone service.

- The initial provisioning of your Broadband service requires a minimum of 5 to 10 Business days. This is due to the physical change that must occur within your Telephone Exchange. Extended delays in provisioning may occur in some cases where certain technologies ("Broadband Blockers") need to be changed in order to provide you with our services. In some cases, this technology may also prevent you from obtaining our full range of services.
- Data accounting is calculated monthly from Midnight to Midnight on each subsequent month. Unused data cannot be carried forward into the next month. You can monitor your usage hour by hour, Month by Month (for up to 3 Months) via the "Members Area" located on our Homepage. Upon reaching your Monthly Data Allowance in either downloads or uploads, you will be shaped (slowed down) to a speed of approximately 64 Kilobits per second as measured from our Data Centre for the remainder of the Month. For the purpose of calculating megabytes, Adam Internet uses a megabyte (derived from the SI prefix mega-) and is a unit of information or computer storage equal to one million bytes. It is commonly abbreviated MB in writing.
- The use of file sharing programs such as Kazaa, Limewire, eMule, Soulseek and Bit Torrent can quickly use your Monthly Data Allowance. You should fully understand their operation prior to using such programs.
- We recommend that you invest in an anti-virus program (it can be purchased with your connection at a discounted price). Regardless of the type you use, you should ensure you update it on a regular basis.
- Adam Internet provides some Free Value Added Services to its Residential ADSL Services. These added services do not form part of your contract but rather provides you additional benefit. These may change from time to time. Currently the service allows you to have double your Monthly Data Allowance in downloading from Adam Internet's Peering network (Pipe Networks, AdNAP, GamingSA, FileArena)
- Should you wish to change your Telephone Provider or modify your details with your Telephone Provider, please check that this will not affect your ADSL service. We recommend you consult with us first to ensure an uninterrupted ADSL service.
- Your ADSL service is not transportable from location to location. A fee is payable to disconnect you from your current connection and "relocate" your service to another location. This fee can vary according to your individual circumstances. Adam Internet cannot provide "Fast Churn" capability to its AdamDirect Network due to its independent nature. Similarly, there is a Network Access fee payable to return your Phoneline to the standard telephone network at your time of disconnection from our network. Additional information regarding relocation can be found within our ADSL Specific conditions and General Terms and Conditions.
- Please contact Adam Internet regarding any faults in your ADSL service. If we can not troubleshoot your problems over the phone, we will lodge a line fault on your behalf. The response time for line faults is minimum one business day from lodgement. Please do not contact Telstra directly under any circumstances (charges may apply if you do). You must ensure that you assist us by checking various connection details prior to us lodging a fault.
- Please do not change your password via the Members Area without changing your password in the ADSL Modem/Router. Should you do so, it may disrupt your service. Please contact our Helpdesk should you wish to change your password.
- We also recommend that you keep your Operating System up to date with the latest security upgrades. The most common update site (for Windows users) is <http://windowsupdate.microsoft.com>. If you use an Operating System other than Windows, please consult your Operating System manufacturer for more details.
- If you have a monitored alarm system, a PABX, a phone system or more than three devices on your phone line, you may require a central splitter to be professionally installed. Details regarding a Central Splitter can be found under - Potential Additional Costs in the ADSL section on our website
- Six Months of previous invoices for your Residential ADSL service can be downloaded from the Members Area. Should you require us to re-send any older invoices to you, this attracts a minimum \$55 administration fee or \$3.30 per invoice whichever is greater. If you require a regular posted invoice, you should consider our range of Business ADSL plans.