

# Critical Information Summary

## Mobile Voice



### Information about the Service

Adam Internet Mobile Voice is a post-paid 'SIM-only' mobile phone service that supports 4G technology - you'll need to bring your own mobile phone handset, or purchase one from our range. A minimum term of one month applies to Adam Internet Mobile Voice services.

If you have an active Adam Internet internet service (excluding Mobile Broadband and Dialup) on the same account as your Mobile Voice service, you will receive double the monthly included data for your Mobile Voice service while you continue to bundle the internet and Mobile voice services on the same account.

#### What's Included

Standard national voice calls, standard national SMS and MMS, calls to 1300/13 numbers, video calls to Australian mobiles, Voicemail and national diversions.

International SMS & MMS, National Video calls, and Surepage. (\$15 & \$30 plans only)

#### What's not Included

International Voice including calls to fixed lines or GSM mobiles, Calls that switch/divert or re-route overseas, International Diversions, International Roaming, International Video Calling, 124 YES (937), Optus Zoo Browsing, Optus Zoo Downloads, Content Packs (unless specified in promotions), Directory Assistance, Premium Calls/SMS/MMS, VOIP services and usage, and 19XX services.

International SMS & MMS, National Video calls, and Surepage (\$45 Plan only)

Charges for these calls, SMS and MMS can be found at [adam.com.au/phone/mobile-phones/terms/](http://adam.com.au/phone/mobile-phones/terms/)

Some services not available on all handsets. Please contact your handset supplier or manufacturer's website for details.

### Information about Pricing

#### Minimum Monthly Charge

There are currently three Adam Internet Mobile plans, as shown in the following table:

Plan Name	Monthly Included Standard Calls & Text	Monthly Included Standard Calls	Monthly Included Standard Text	Monthly Included Calls to Adam Internet Mobiles	Monthly Included Data	Minimum Monthly Charge	Total Minimum Price**
15 Plan	\$200	-	-	-	200 MB (400 MB if bundled)	\$15.00	\$35.00
30 Plan	-	\$500	All Included	All Included	1 GB (2 GB if bundled)	\$30.00	\$50.00
45 Plan	All Included	-	-	All Included	2 GB (4 GB if bundled)	\$45.00	\$65.00

\*\* Total Minimum Price includes \$20 SIM charge (including delivery), plus one month of Adam Mobile Voice plan rental.

#### Maximum Monthly Charge

If you use more than the monthly inclusion of calls, texts or data – and/or you use other services that are not part of the monthly inclusion – then you will incur charges above the minimum monthly charge.

- Adam Mobile features a number of spend management tools, including usage notifications and sub-limits for various transaction types.
- Adam Internet reserves the right to restrict services once monthly billings are greater than \$200.

Please be aware that billing information is not received instantly by Adam Internet, and in some cases can be delayed by several days after the usage charge has been incurred. This means that spend limits can hence be out of date by the time they are applied.

You are still responsible for all charges incurred due to usage beyond the spend limit.

#### Setup Fee

An Adam Internet Mobile SIM is required in order to use the service.

- A \$20 charge applies for an Adam Mobile SIM (either standard, Micro, or Nano Sim); this includes delivery anywhere in Australia.

- You can either port an existing Australian mobile phone number to your Adam Internet Mobile service; or we can allocate you a new number

### Mobile Handsets

You will need to have or sign up for a SIM plan in order to purchase a mobile handset from us. You can purchase a mobile handset from us by paying for it outright or in instalments. If you pay for your handset in instalments, your SIM plan must remain active for the duration of the repayment term. If you cancel your SIM plan during the repayment term, we will charge you the remaining outstanding instalments in full on your next invoice

### Early Termination Charge

The Adam Internet Mobile service has no early cancellation charges. Your only commitment is the 'one month rolling contract' that is inherent in paying one month's rental in advance on the service.

### Standardised Cost Information

The following table indicates the rate at which your monthly included value will be consumed and the cost of additional usage outside of the monthly included value:

<b>2 Minute Standard National Mobile Call</b>	A standard national mobile call incurs a flagfall of \$0.35 and a per minute rate of \$0.90. Hence a 2 minute national mobile call will cost \$2.15.
<b>Standard National Mobile</b>	SMS A standard national mobile SMS will cost \$0.25.
<b>One Megabyte of Data within Australia</b>	Using one Megabyte of data within Australia will cost \$0.075 on the \$15 plan; \$0.03 on the \$30 plan; \$0.0225 on the \$45 plan. Any excess data usage above your monthly allowance will be charged at \$0.05 per MB

If you restricted your use solely to Standard National Mobile Calls each of 2 minutes in duration, you could make the following number of calls per month within the monthly included value of your plan:

Plan Name	Number of standard national mobile calls each of 2 minutes duration
<b>15 Plan</b>	93
<b>30 Plan</b>	232
<b>45 Plan</b>	All Inclusive

## Other Information

### Call and Data Usage Information

Adam Internet Mobile customers can obtain information:

- On Adam Internet Mobile usage pricing at [www.adam.com.au/phone/mobile-phones/terms/](http://www.adam.com.au/phone/mobile-phones/terms/)
- On their Adam Internet Mobile usage at [www.adam.com.au/toolbox](http://www.adam.com.au/toolbox)

### International Roaming Costs

Using your mobile phone overseas attracts significantly higher rates than standard Adam Internet Mobile charges:

- All call and data charges while roaming are excluded from your monthly included value amounts
- Charges apply to all data sent & received.
- Charges also apply for both making and receiving calls when roaming overseas.

While you are roaming overseas, usage details may take days or weeks to reach Adam Internet, meaning you may not receive timely usage warnings. Regardless, you are responsible for all charges made on your service when overseas.

### 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 [www.adam.com.au/contact](http://www.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 [www.adam.com.au/about/legal/escalation-process](http://www.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 [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint)