

Critical Information Summary

Mobile Broadband

Information about the Service

Adam Internet Mobile Broadband is a high speed 3G or 4G wireless broadband service, with extensive national coverage via the Optus mobile broadband network. There are a range of value-added services included with Adam Internet Mobile Broadband (such as email accounts, 1GB Web space, and protection). These are documented on our website.

You will require a suitable 3G or 4G modem to connect your service. If you don't already have one, we can sell you a suitable device as part of the setup fee.

Adam Internet Mobile Broadband availability can be checked using our online coverage checker, which is available at www.adam.com.au/internet/broadband/mobile/coveragemap/.

A minimum term of 12 Months applies to 3G Mobile Broadband and 1 Month for 4G Mobile Broadband. Alternatively, a 24 month contract is available for both.

Information about Pricing

Minimum Monthly Charge & Standardised Cost

There are currently three Adam 3G Mobile Broadband plans and four Adam 4G Mobile Broadband plans, all as shown in the following tables:

3G Plan Names	Peak (7am – midnight EST)	Off-Peak (midnight – 7am EST)	Minimum Monthly Charge	Total Min. Price (12 mth Contract)	Total Min. Price (24 mth Contract)	Unit Cost 1GB of data included in plan
3G Mobile Broadband Plan 2GB	1GB	1GB	\$14.95	\$204.40	\$383.80	\$7.47
3G Mobile Broadband Plan 4GB	2GB	2GB	\$19.95	\$264.40	\$503.80	\$4.99
3G Mobile Broadband Plan 8GB	4GB	4GB	\$29.95	\$384.40	\$743.80	\$3.74

4G Plan Names	Monthly Included Data	Minimum Monthly Charge SIM only	Total Min. Price (1 mth Contract)	Total Min. Price (24 mth Contract)	Unit Cost 1GB of data included in plan
4G Mobile Broadband Plan 5GB	5GB	\$29.95	\$49.95	\$718.80	\$5.99
4G Mobile Broadband Plan 10GB	10GB	\$34.95	\$54.95	\$838.80	\$3.49
4G Mobile Broadband Plan 15GB	15GB	\$54.95	\$74.95	\$1318.80	\$3.66
4G Mobile Broadband Plan 20GB	20GB	\$74.95	\$94.95	\$1798.80	\$3.74

* The Total Minimum Price on a 12 Month Contract is the standard setup fee plus 12 Months Plan rental.

** The Total Minimum Price on a 24 Month Contract is the standard setup fee plus 24 Months Plan rental.

Setup Fee

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

- A \$20 charge applies for an Adam Internet Mobile Broadband SIM (either standard, Micro, or Nano SIM); this includes delivery anywhere in Australia. This fee does not apply when taking a 3G or 4G modem on a contracted plan.

Setup Hardware Options	1 Month Contract (4G only)	12 Month Contract	24 Month Contract
Adam Internet MBB SIM Card Only	\$20	\$20	\$20
Mobile Broadband 3G	NA	\$29	\$0
Mobile Hotspot 3G	NA	\$99	\$29
Mobile Broadband 4G	\$189	NA	\$0
Mobile Hotspot 4G	\$229	NA	\$49

Excess Usage Charges

If you use more than the monthly inclusion of 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.

- The Excess Usage charge on 3G Mobile Broadband Services are 5c/MB
- The Excess Usage charge on 4G Mobile Broadband Services are 2c/MB

3G billing records are available via Toolbox within 20 minutes of usage. Please be aware that billing information is not received instantly by Adam Internet on 4G, 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.

Contract Break Fees

Setup Hardware Options	3G	4G
24 month contract		
1-6 months	\$140	\$250
7-12 months	\$114	\$150
13-18 months	\$81	\$100
19-24 months	\$46	\$50
12 month contract		
<i>This fee applies if you leave at any time within the 12 month contract</i>	\$35	N/A
SIM-only no contract		
<i>When you purchase an Adam SIM to use in your own hardware.</i>	N/A	\$0

Other Information

Call and Data Usage Information

Adam Internet Mobile customers can obtain information:

- On Adam Mobile usage pricing at <http://www.adam.com.au/internet/broadband/mobile/>
- On their Adam Mobile usage at www.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 support@adam.com.au, or for Sales assistance via 08 8423 4030 or emailing sales@adam.com.au or via appropriate contact form to the appropriate area at 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 <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.