

Critical Information Summary – BusinessChoice ADSL2+

Information about the Service

BusinessChoice ADSL2+ provides an ADSL2+ broadband internet service to business customers. BusinessChoice DSL 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 ADSL2+ service, each with varying data inclusions (see Information about Pricing for more details). A minimum contract term of 12 months is required.

An active PSTN (voice telephone service) is required for a BusinessChoice ADSL2+ connection. Adam Internet does not require you to bundle BusinessChoice ADSL2+ with any other service. You may elect to use your own modem, or purchase one from Adam Internet.

Information about Pricing

At present six plans are offered as part of the BusinessChoice ADSL2+ suite. These plans provide the following inclusions; all prices are inclusive of GST:

BusinessChoice ADSL2+	15GB	50GB	100GB	250GB	500GB	1000GB
Minimum monthly charge on 12 month contract	\$60	\$70	\$80	\$110	\$140	\$170
Minimum monthly charge on 24 month contract	\$50	\$60	\$70	\$100	\$130	\$160
Included data allowance	15GB	50GB	100GB	250GB	500GB	1000GB
Cost of 1GB of data on 12 month contract	\$4.00	\$1.40	\$0.80	\$0.44	\$0.28	\$0.17
Cost of 1GB of data on 24 month contract	\$3.33	\$1.20	\$0.70	\$0.40	\$0.26	\$0.16
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
Min. cost over 12 month contract term	\$720	\$840	\$960	\$1320	\$1680	\$2040
Min. cost over 24 month contract term	\$1200	\$1440	\$1680	\$2400	\$3120	\$3840

*The cost of 1GB data has been rounded to two decimal places.

Other Information, Fees and Charges

- All other possible fees and charges can be found at <https://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.
- If you exhaust your monthly download allowance, you can purchase additional data from your Adam Internet Members Area at members.adam.com.au.
- If you cancel your BusinessChoice ADSL2+ service within six months of connection, a \$65 Early Termination Fee is applicable in addition to any contractually required termination fee. For all other cancellation fees, see: <http://www.adam.com.au/legal?sfc-broadband>
- All BusinessChoice ADSL2+ plans include a static IP address.
- A service relocation to another address is \$100.

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>