

Critical Information Summary

Information about the Service

AdamEzyChoice Naked provides a broadband internet service to residential customers, without requiring a PSTN (line rental) service. There are a number of different plans available with the AdamEzyChoice Naked service, each with varying data inclusions (see Information about Pricing for more details). All plans are available on a minimum 0 month contract term.

Adam Internet does not require you to bundle AdamEzyChoice Naked with any other service. You may elect to use your own modem, or purchase one from Adam Internet (you can offset the cost of the modem by entering into a contract).

Information about Pricing

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

AdamEzyChoice NDSL	4GB	20GB	200GB	250GB	500GB	1000GB
Minimum monthly charge	\$45	\$50	\$60	\$90	\$120	\$150
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	4GB	20GB	200GB	250GB	500GB	1000GB
Cost of 1MB of data	\$0.0113	\$0.0025	\$0.0003	\$0.0003	\$0.0002	\$0.0002
Min. cost over 0 month contract term	\$145	\$150	\$160	\$190	\$220	\$250
Min. cost over 12 month contract term	\$590	\$650	\$770	\$1130	\$1490	\$1850
Min. cost over 24 month contract term	\$1080	\$1200	\$1440	\$2160	\$2880	\$3600

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 use all of your monthly data allowance and purchase additional data blocks you will have to pay more than the stated minimum monthly charge above. If you exhaust your monthly download allowance, you can purchase additional data from your Adam Internet Members' Area at www.members.adam.com.au.

- You will be sent an SMS advising you of your appointment date and if you will need to be present at your premises for this appointment. 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.
- All AdamEzyChoice Naked plans include a dynamic 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>