

## Critical Information Summary

### Information about the Service

AdamMobile provides a SIM only service to residential customers, enabling the customer to use their own handset. There are a number of different plans available with the AdamMobile service, each provide varying call, data and SMS inclusions (see Information about Pricing for more details). All plans are available on a minimum 12 month contract term. All plans include free access to selected social media sites (conditions apply, see Other Information).

A customer does not have to be an existing customer of Adam Internet to sign up to an AdamMobile plan and there is no set up fee charged. Not all mobile handsets are compatible with our SIM cards or it may be necessary for your handset to be unlocked before it can work with our SIM cards

### Information about Pricing

These plans provide the following inclusions; all prices are inclusive of GST:

AdamMobile	AdamMobile 25	AdamMobile 35	AdamMobile 40	AdamMobile 55
Minimum monthly charge	\$25	\$35	\$40	\$55
Standard National Mobile Call (2 mins including flagfall)	\$2.15	\$2.15	\$2.15	\$2.15
Standard National Mobile SMS	25c	25c	25c	25c
1MB Data Usage within Australia (excess usage charge)	2.2c	2.2c	1.65c	1.65c
Included value	\$200	\$500	\$650	\$850
Included data allowance	100MB	100MB	100MB	100MB
Included national SMS allowance	N/A	N/A	6000 SMS	6000 SMS
Max charge for early termination	\$110	\$110	\$110	\$110

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
AdamMobile 25	93
AdamMobile 35	232
AdamMobile 40	302
AdamMobile 55	395

### Call Charges

All call and data charges can be found at <http://www.adam.com.au/mobile-charges>

You can access your call and data usage information at <https://members.adam.com.au/adammobile/logs.php>

- Included value can be used for standard national voice calls, standard national SMS and MMS, Voicemail, and calls to 13/1300 and 1800 numbers.

### Call Charges

Using your mobile phone overseas can be expensive, as data and calls are charged differently to how they are at home. Ensure you consider the following before using international roaming.

- All roaming call and data charges are excluded from your plan's included value. Specific information on charges can be found at [www.adam.com.au/mobile-charges](http://www.adam.com.au/mobile-charges)
- Charges apply for making and receiving calls when roaming overseas
- Internet/GPRS/Data Roaming charges are excluded from all data allowances.

- Internet/GPRS/Data Roaming is limited to partner providers - a full list of participating countries is available [www.adam.com.au/internationalroaming](http://www.adam.com.au/internationalroaming).
- You are responsible for all charges made on your service when overseas, just like you are at home
- You should check your handset's compatibility with the mobile networks/frequencies you intend to use - frequencies used in specific countries are available [www.adam.com.au/mobile-network](http://www.adam.com.au/mobile-network).
- Charges, network quality, coverage and capability can vary greatly from country to country, for example some international networks don't have SMS functionality

#### **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](http://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>