

Critical Information Summary

Information about the Service

BusinessChoice WiMAX delivers a broadband equivalent service using WiMAX technology. Adam Internet has deployed a WiMAX network across areas of Adelaide that are not traditionally eligible for ADSL. There are a number of different plans available with the BusinessChoice WiMAX service, each with varying data inclusions (see Information about Pricing for more details). A minimum contract term of 12 months is required.

A telephone service is not a requirement for a BusinessChoice WiMAX connection. Adam Internet does not require you to bundle BusinessChoice WiMAX with any other service. The setup cost includes the installation of a WiMAX antenna and the cost of a modem/router. You may elect to offset the cost of this equipment by entering into a contract.

Information about Pricing

At present six plans are offered as part of the BusinessChoice WiMAX suite. These 24 month plans provide the following inclusions; all prices are inclusive of GST:

BusinessChoice WiMAX	15GB	50GB	100GB	250GB	500GB	1000GB
Minimum monthly charge	\$60	\$70	\$80	\$110	\$140	\$170
Included data allowance	15GB	50GB	100GB	250GB	500GB	1000GB
Max charge for early termination out of contract	\$0	\$0	\$0	\$0	\$0	\$0
Max charge for early termination 1 – 12 months remaining on contract	\$250	\$250	\$250	\$250	\$250	\$250
Max charge for early termination 13 – 24 months remaining on contract	\$450	\$450	\$450	\$450	\$450	\$450
Min cost over 12 months	\$1390	\$1510	\$1630	\$1990	\$2350	\$2710
Cost of 1MB of data	\$ 0.467	\$0.16	\$0.09	\$0.048	\$0.03	\$0.018
Min cost over 24 months	\$1790	\$2030	\$2270	\$2990	\$3,710	\$4450
Cost of 1MB of data	\$0.4	\$0.14	\$0.08	\$0.044	\$0.028	\$0.018

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 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. Doing so will mean you will have to pay

more than the stated minimum monthly charge set out in the table 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.

- The installation cost is included in your setup cost. Standard installation covers most standard premises. If you are requesting an AdamMax service at a location that has no line of sight with the standard mast, the installation may require an extended height mast in order to receive a signal. If an extended mast is required, your maximum monthly charge will be more than the stated minimum monthly charge above as there will be an additional cost of \$120 for a technician to supply and install the mast. In cases where this is required, another installation appointment may need to be organised. The pricing included in the above table is based on a 24 month contract, 12 month contracts are available at an additional \$10 per month.
- All BusinessChoice WiMAX plans include a static IP address.
- A relocation fee of \$750 is applicable for BusinessChoice WiMAX.

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>