

Critical Information Summary:

WiMAX

Information About The Service

Adam WiMAX delivers a broadband equivalent 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 AdamEzyChoice WiMAX service, each with varying data inclusions. All plans are available on a minimum 0 month contract term.

Requirements & Availability

A telephone service is not a requirement for an Adam WiMAX connection. Adam Internet does not require you to bundle Adam WiMAX with any other service. The setup fee for this service covers the cost and installation of a WiMAX Antenna and the cost of a Netcomm NB16WV-02 modem/router. You can offset the cost of this equipment by entering into a contract.

Minimum Term

Adam WiMAX plans are available on either no fixed term, 12, 24 or 36 month agreement. Added setup fee discounts are applied depending on the term of your contract.

Included Features

Adam WiMAX comes included with anytime quota, no excess usage download charges, and up to 5 email addresses.

Information About Pricing

Monthly Charges

There are 5 Adam WiMAX plans available, which are inclusive of the following inclusions.

Plan Name	Monthly Included Data	Minimum & Maximum Monthly Charge	Total Min. Price (no contract)	Total Min. Price (12 mth contract)	Total Min. Price (24 mth contract)	Total Min. Price (36 mth contract)	Unit cost 1GB of data included in plan
WiMAX 25GB	25GB	\$45.00	\$795	\$1,040.00	\$1,380.00	\$1,770.00	\$1.80
WiMAX 100GB	100GB	\$50.00	\$800	\$1,100.00	\$1,500.00	\$1,950.00	\$0.50
WiMAX 200GB	200GB	\$60.00	\$810	\$1,220.00	\$1,740.00	\$2,310.00	\$0.30
WiMAX 500GB	500GB	\$90.00	\$840	\$1,580.00	\$2,460.00	\$3,390.00	\$0.18
WiMAX 1000GB	1000GB	\$120.00	\$870	\$1,940.00	\$3,180.00	\$4,470.00	\$0.12

- The Total Minimum Price on a monthly contract is the standard setup fee (\$750) plus one month of plan rental.
- The Total Minimum Price on a contract is the standard monthly plan rental for the contract duration, plus the standard setup fee (\$500 on 12 month, \$300 on 24 month, \$150 on 36 month).

Excess Usage

Only downloads count towards your monthly included data. There are no automatic excess usage charges on WiMAX. Instead, traffic beyond the included data will be slowed to 128kbps/128kbps.

Setup Fee

Your WiMAX setup fee will vary depending on your choice of contract. Standard installation is included in your setup cost, and covers most standard premises. If you are requesting a WiMAX 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 \$140 for a technician to supply and install the mast. In cases where this is required, another installation appointment may need to be organized.

Setup Method	No contract	12 month contract	24 month contract	36 month contract
Standard installation	\$750	\$500	\$300	\$150

Cancellation Fees

- The maximum applicable break fee is varies depending on your choice of contract
- Cancelling your WiMAX service will also result in a cancellation of any other Adam Internet products you've purchased that are only available when bundled with a Broadband service. Should those products have their own contract, you will be liable for their associated break fees.

Contract Break Fees	Months remaining on contract		
	1-12 months	13 – 24 months	25 – 36 months
Contract break fee	\$250	\$450	\$600

Other Information

Usage Information

Customers can obtain information on their Phone usage at www.adam.com.au/toolbox

Customer Service Contact Details

You can contact iiNet customer service for Support & Billing assistance via **13 22 58** or emailing support@iinet.net.au, or for Sales assistance via **13 19 17** or emailing sales@iinet.net.au or via appropriate contact form to the appropriate area at www.iinet.net.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 https://iihelp.iinet.net.au/Complaints_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