

Critical Information Summary

Montimedia Better Choice Business Bundle Plan

Information About The Service

The Better Choice Bundle is a package of Internet & Home Phone using a broadband technology for high speed internet and a landline service for home phone in one convenient account.

Requirements for ADSL1 & ADSL2+

You will require an active phone line for broadband to be connected; you will need to transfer your existing phone provider to Montimedia allowing you to benefit from the Better Choice Bundle package. A modem is required for ADSL1 & ADSL2+ connections, bring your own or purchase one from us and we will post it to you fully configured and ready to connect.

Minimum Terms

All ADSL1 & ADSL2+ Better Choice Business Bundle packages are on a 12 Month commitment.

Information About Data and Calls – What is Included

If you exceed your monthly ADSL quota, we simply slow down (shape) your download speeds to 72kbps for the remainder of your billing month. You can request additional data for a small fee (\$3.30 per GB) to get you over the hump. Local, National and calls to any Mobile in Australia are included with the Better Choice Business Bundle.

What is Not Included

Local calls that are forwarded from the service, National calls that are forwarded, Mobile calls that are forwarded, 13/1300 calls, International calls and other premium service numbers such as 19, 0198 numbers. Please refer to our website <http://www.montimedia.com.au/services/phone/mtelecom-voice/> for those standard charges.

Information About Pricing

Bundle	Monthly Included Data	Minimum Monthly Charge	Total Min Price (12 Month Contract)
Better Choice Business Bundle	250 GB Anytime Downloads	\$160.00 (\$0.14 per GB)	\$2019.00

Connection Charges	Description	Charge
Transfer (Churn)	Move an existing service to Montimedia	\$0.00
Service Activation	Inactive service where a dial tone still exists	\$59.00
Service Activation with Technician Visit	Inactive service and requires some form of cabling connection at premises	\$125.00
New Service Installation	For new premises that have no existing phone infrastructure	\$299.00

Call Charges	Description	Amount
Local Calls	Untimed	Included
Flagfall (on any timed call)	Connection Charge	Included
National Calls to Landlines	Per Minute	Included
National Calls to Mobiles	Any Network 24/7	Included
13 / 1300	Untimed per Call	35 cents per call
Flagfall (on International call)	Connection Charge	33 cents per call
International	International Call Costs	Refer to Montimedia Website



N.B The total minimum price on a 12 month contract includes the setup fee (\$99.00) plus 12 months of monthly plan cost.

ADSL Service Charges	Description
Transfer (Churn) an existing ADSL service to Montimedia	Free
ADSL Line Speed Change	Once off \$35.00
Relocate an Existing Montimedia ADSL Service	Once off \$99.00
Static IP Address (Per Address)	\$4.00 per month
Netcomm NB604N Modem Router Ethernet (ADSL1/2+ support)	\$75.00
Netcomm NB604N Modem/Router Ethernet – Wireless (ADSL1/2+ support)	\$125.00
Modem Postage	\$12.50

Excess ADSL Data Usage

There are no excess charges if you go over your monthly ADSL plan allowance of data, instead your data traffic will be slowed down to 72Kbps. Additional data may be purchased in 1 Gigabyte data lots to get you over the hump.

Basic Business Phone Usage Costs

The cost of a local call is included. A 2 minute long distance national call is included. A 2 minute call to an Australian mobile is included. A call to a 13/1300 number is 35 cents.

Cancellation Fees

If you cancel prior to the 12 month contract end you will only be charged a maximum of \$125.00 termination fee.

Other Information

Usage Information & Spend Management Tools

Montimedia Internet customers can obtain account information and usage via an Account Toolbox via our website at <http://toolbox.montimedia.com.au/>

Please note that call records may not be displayed in real time and could be delayed up to 48 - 72 hours. Charges for International Calls and Premium Services may also be further delayed.

Customer Service Contact

You can contact our Montimedia Internet Customer Support Representatives for billing, sales or support via email at support@montimedia.com.au; or telephone on **1300 794 969**.

Dispute Resolution Process

If you are dissatisfied with the outcome of a request or complaint and would like to take the matter further, a complaint should be made in writing either via email to opsmanager@montimedia.com.au or via hard copy to:

Montimedia Internet
Operations Manager
PO Box 116, Ballarat VIC 3350

Telecommunications Industry Ombudsman

If you are unable to resolve your complaint to your satisfaction you can also contact the 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

This document is a summary only, for Full terms and conditions please visit our website at <http://www.montimedia.com.au/services/phone/better-choice-business-bundle/>