



montimedia
INFORMATION



montimedia

WHAT YOU NEED TO KNOW - INFORMATION ABOUT OUR SERVICES

CONTENTS

| | | |
|---|-------------------------|---|
| 1 | MANAGING YOUR SPEND | 3 |
| 2 | YOUR NETWORK | 4 |
| 3 | PAYING US | 4 |
| 4 | HARDWARE AND WARRANTIES | 5 |
| 5 | DEALING WITH US | 5 |
| 6 | FEEDBACK AND COMPLAINTS | 5 |

We hope the information below will assist you with the use of our services.

1 MANAGING YOUR SPEND

Usage notifications:

If you are a residential customer, we will help you control your spend by providing you with notifications via email or SMS when you reach 50%, 85% and 100% of your call/SMS value that is included in your mobile plan.

Usage notifications do not occur in real time but with a delay of 48 hours after you actually reached the respective thresholds.

Usage notifications also do not include any usage that you may have consumed overseas (mobile roaming).

Other ways of managing your spend:

There may be other ways of keeping your spend on track, such as barring more expensive numbers, choosing an internet plan without excess charges (which means that your speed is shaped/slowed down once you used up your included data allowance) or monitoring your spend online through our website. Please contact us for more information.

Estimate your data usage:

The table below may be of assistance to gain a better understanding of how much data you are using. This may help you choose the right service and avoid unexpectedly high bills. Please note that actual usage will depend on the device used, the technology used (3G, 4G) and other factors. The information below is based on averages and provides estimates only.

| | |
|---|-----------------------|
| Email text only | 30 – 50 KB |
| Email with attachment, i.e. document or photo | 350 KB – 4 MB |
| Website viewing | 1 MB |
| Streaming video/minute | 7 MB (3G), 30 MB (4G) |
| Streaming music/minute | 1 MB |
| Downloading a song | 6 MB |
| Downloading an app | 30 – 100 MB |
| Uploading a photo | 4 MB |
| Making a video call with an app/minute | 8 MB (3G), 24 MB (4G) |

Mobile roaming:

Your mobile services cannot be used overseas.

Your mobile service does not allow you to roam (i.e. use it) overseas and you must contact us to activate / deactivate mobile roaming prior to travelling outside Australia should you wish to enable/disable this function.

Charges for mobile roaming (i.e. for calls, SMS and data) are usually significantly higher than within Australia and also higher than charges for making international calls from Australia. Importantly, you may also be charged for receiving calls and SMS when using your service overseas.

Making and receiving calls/SMS overseas is not included in your monthly allowance and you will be required to pay these charges in addition to your monthly charge. Therefore, even short periods of international mobile roaming can generate a very high bill.

Please refer to the information below for some basic charges in key countries.

<http://www.montimedia.com.au/services/phone/international-mobile-roaming/>

Please contact us if you wish to receive more information on international mobile roaming.

2 YOUR NETWORK

Your services are being provided using the [Telstra](#), [Optus](#), [iiNet](#) or [AAPT](#) networks. We are responsible for the service that we are providing to you, and we will be there to help in case you have any feedback or wish to complain.

To learn more about the coverage that your mobile network offers, please refer to the coverage map(s) below. Please note that actual coverage depends on numerous factors, including local geographic and structural/building conditions. Therefore, we recommend, if possible, to test coverage at your specific location, e.g. using the mobile of a friend who already uses the network etc.

<http://www.telstra.com.au/mobile-phones/coverage-networks/our-coverage/>

<https://www.optus.com.au/network/mobile/coverage>

3 PAYING US

Your bill:

We bill you in advance and Invoices are sent out via email or post on or around the first of each month. Payment is required to be made within 14 days of your invoice date.

Payment may be made free of charge via several options:

- Online via your Account Toolbox - contact Support if you are unsure how to access.
- Direct Debit via a credit card. [Download a Direct Debit Authority Form.](#)
- Via BPAY - reference number is listed on your invoice.
- Via Direct Deposit using Internet Banking - bank details are listed on your invoice.
- At any Bank - Details of our bank account are listed on your invoice.
- Posting a Cheque or Money Order to our postal address - address is on invoice.

Financial hardship:

Our financial hardship policy is available here:

<http://www.montimedia.com.au/financial-hardship-policy/>

4 HARDWARE AND WARRANTIES

Where we supply hardware, e.g. a modem, router, mobile phone etc., you are most likely entitled to a warranty under the Competition and Consumer Act and we are responsible for dealing with any warranty matters on your behalf with the manufacturer.

5 DEALING WITH US

If you would like to appoint an authorised representative who deals with us on your behalf or if you wish to use an advocate, please contact us. If you wish to appoint an authorised representative, please use this form:

<http://www.montimedia.com.au/appointment-of-an-authorised-representative/>

6 FEEDBACK AND COMPLAINTS

We are here to help! Please contact us if you wish to give feedback or make a complaint. A summary of our complaint handling process is available here:

<http://www.montimedia.com.au/complaints-handling-policy/>

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.

