

## Montimedia Mobile Broadband

### Information about the Service

Montimedia Wireless Broadband connects you to the internet using 3G and HSPA mobile networks. Instead of going through your Home Phone line, your computer uses the Mobile Phone network to connect to the Internet. We currently use the Optus network to provide your mobile service. Optus gives mobile coverage to 97% of the Australian population.

Actual speeds may be less due to a number of factors because it is relying on the Mobile phone network for Internet connection so your speed will be determined by how good the network is in the area you are trying to access the Internet. You will also be impacted if there are many other users also accessing the same network. More information can be found on our website at <http://www.montimedia.com.au/services/internet/wireless-broadband/>

### Requirements for Mobile Broadband

You will need a USB modem to use Mobile Broadband. We can supply hardware to you for \$99 plus postage. The modem simply plugs into one of the USB ports on your computer or laptop and then you can get connected. Coverage can be checked here <http://www.optus.com.au/network/mobile/coverage>

### Minimum Terms

The minimum term is one month. All new Mobile Broadband connections have a \$0 connection fee.

### Information about data - What's included

If you exceed your monthly quota, you may incur additional charges above your monthly plan cost. This service has the ability to be automatically suspended upon reaching your plan data threshold to avoid additional costs. Additional excess data for monthly plans are charged at 2c / MB. You may BYO a modem or buy a selected one from us.

### Information about Pricing

#### Monthly Charges

Mobile Broadband Plan	Monthly Included Data	Minimum Monthly Charge	Total Minimum Price
MM OWB 1GB	1 GB	\$22.00	\$22.00
MM OWB 4GB	4 GB	\$34.95	\$34.95
MM OWB 7GB	7 GB	\$49.95	\$49.95
MM OWB 10GB	10 GB	\$69.95	\$69.95

Usage can be checked in your Account Toolbox via our website at <http://toolbox.montimedia.com.au/>  
Please note that mobile broadband records may not be displayed in real time and could be delayed up to 48 - 72 hours.

## **Excess Usage**

Excess usage on all monthly Mobile Broadband plans is 2c / MB. We'll provide you with SMS usage alerts once you've reached approximately 80% and then again at 100% of your Included Data Allowance. Your service will be temporarily suspended at the completion of the session once 100% usage has been exceeded.

## **Cancellation Fees**

There are no cancellation fees on Mobile Broadband plans.

---

## Other Information

### **Usage Information**

Montimedia Internet customers can obtain account information and usage in an Account Toolbox via our website at <http://toolbox.montimedia.com.au/>. Please note that mobile broadband records may not be displayed in real time and could be delayed up to 48 - 72 hours.

### **Customer Service Contact**

You can contact our Montimedia Internet Customer Support representatives for billing, sales or support via email at [support@montimedia.com.au](mailto: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 wither via email to [opsmanager@montimedia.com.au](mailto:opsmanager@montimedia.com.au) or via hard copy to:

*Montimedia Internet  
Att: Operations Manager  
PO Box 1749  
Geelong VIC 3220*

### **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](http://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/internet/wireless-broadband/>