

## Montimedia Better Choice NBN Bundles

### Information about the Service

The Better Choice NBN Bundles are packages 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 NBN

NBN Services are only available in areas covered by either the NBN Fibre Network or NBN Fixed Wireless Network. Your premises will need to be connected to the NBN Network by NBN Co. Standard installations are included free of charge however any non-standard installations may require you to pay for additional costs. Availability for NBN Fibre can be checked online at <http://www.montimedia.com.au/nbn/>

### Minimum Terms

All NBN Bundle Packages are available on a 24 month contract arrangement.

### Information about Data and Calls – What is Included

If you exceed your monthly NBN quota, we simply slow down (shape) your download speeds to 256kbps for the remainder of your billing month. Local, National and calls to any Mobile in Australia are included with the Better Choice Complete Bundle, Local and National calls are included in the Better Choice Value 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. Mobile calls on the Better Choice Value Bundle, all calls on the Better Choice Budget Bundle.

### Information about Pricing

#### Monthly Charges

Bundle	Included Data	Minimum Monthly Charge	Total Min Price (24 Month Contract)	Total Min Price (Early Termination)*
NBN Better Choice Complete	250 GB	\$125.00 (\$0.26 per GB)	\$3000.00	\$631.00
NBN Better Choice Value	100 GB	\$99.00 (\$0.66 per GB)	\$2376.00	\$605.00
NBN Better Choice Budget	50 GB	\$79.00 (\$0.98 per GB)	\$1896.00	\$585.00

\*The total minimum price (early termination) includes one month of monthly plan cost plus \$22 x 23(months remaining in contract).

Call Charges	Description	Amount		
		Complete Bundle	Value Bundle	Budget Bundle
Local Calls	Untimed	Included	Included	16.5c/call
13/1300 Calls	Untimed per Call	35c/call	35c/call	35c/call
National Calls to Landlines	Connection (Flagfall)	Included	Included	16.5c/call
	Per Minute	Included	Included	16.5c/min
National Calls to Mobiles	Connection (Flagfall)	Included	11c/call	16.5c/call
	Per Minute (all Networks)	Included	33c/min	33c/min
International Calls	Connection (Flagfall)	35c/call	35c/call	35c/call
	International Call Costs	Refer to Montimedia Website		

## Critical Information Summary

Typical 2 Minute Call Costs			
Plan	Local Call	National Call	Mobile Call
Complete Bundle	Free (included)	Free (included)	Free (included)
Value Bundle	Free (included)	Free (included)	77 cents
Budget Bundle	16.5 cents	50 cents	82 cents

NBN Service Charges	Description
Transfer (Churn) an existing NBN Service to Montimedia	Free
NBN Speed Change	Free
Relocate any Existing Montimedia NBN Service	\$99
Static IP Address (Per Address)	\$10 per month
Telstra Home Network Gateway	Free

### Excess Usage

Both uploads and downloads count towards your monthly included data allowance. There are no excess charges if you go over your monthly plan allowance of data, instead your data traffic will be slowed down to 256Kbps.

### Cancellation Fees

If you cancel your NBN service within within the first 24 months of activation you will be charged an Early Termination Fee of (\$22.00 x the number of months remaining in the contract period).

### Hardware

All new NBN service connections are provided with a Telstra Home Network Gateway.

## 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/>

### 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)

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