

Montimedia Mobile BYO

Information about the Service

Montimedia Full Monty Mobile is for a post paid mobile phone service on the Optus network. It has been designed for personal not commercial use. Optus gives mobile coverage to 97% of the Australian population.

Requirements for Mobile BYO

You will require a mobile phone handset that is not network locked.

Coverage can be checked here <http://www.optus.com.au/network/mobile/coverage>

Minimum Terms

A minimum term of one month applies to all BYO plans.

What's not included

Your monthly included call allowance does not include International calls, standard video calls, calls to premium numbers such as 19xx numbers, some operator assisted and info calls, third party content calls and calls to Directory assistance.

Information about Pricing

Monthly Charges

Mobile BYO Plan	Included Call Value*	Monthly Included Data	SMS/MMS	Minimum Monthly Charge
BYO Budget	\$300	100 MB	Unlimited	\$20
BYO Value	\$600	500 MB	Unlimited	\$30
BYO Value Plus	\$600	1.1 GB	Unlimited	\$40
BYO Complete	3000 minutes	1.1 GB	Unlimited	\$60

*Call value dollar amounts are charged at \$1/minute

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

Voice - Calls made in excess to your included call value are charged at \$1 per minute (in 60 second blocks).

Data - Additional data can be purchased in 200 MB blocks - average price of a data block is \$2.50.

We'll provide you with SMS usage alerts once you've reached approximately 80% and then again at 100% of your Included Call Spend or Data Allowance.

Your service will be temporarily suspended at the completion of the session once 100% usage has been exceeded.

Cancellation & Termination Fees

There are no cancellation/termination fees on Mobile BYO plans other than the one month service fee that is paid in advance as part of the service.

Other Information

Using Your Service Overseas

International Roaming and Data Roaming is charged independently and is not included in the Included Call Value or Included Data. For more information on International Roaming rates see <http://www.optus.com.au/shop/mobilephones/international-roaming/postpaid-rates>

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 phone 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; 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 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

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