

Montimedia Residential NBN Fixed Wireless Plans

Information about the Service

The Montimedia NBN Fixed Wireless service is a broadband internet service that uses the latest technologies of the NBN Fixed Wireless network. Fixed Wireless uses state of the art wireless technology connected direct to your premises.

Bundling

You can bundle one of our NBN Phone services (for an additional \$5.00 per month plus call costs) with these plans. Please contact us if you would like to bundle your phone line with us.

Required Services & Availability

The NBN Fixed Wireless service is only available within an area serviced by the 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 Fixed Wireless plans have a 24 Month contract arrangement.

Information about data - What's included

If you exceed your monthly quota, we simply slow down (shape) your download speeds to 256Kbps for the remainder of your billing month.

Information about Pricing

Monthly Charges

Plan Name	Monthly Included Data	Minimum Monthly Charge	Monthly Charge with Phone	Total Min Price (24 Month Contract)	Total Min Price with Phone (24 Month Contract)
Wireless12 50	50 GB	\$69.95	\$74.95	\$1678.80	\$1798.80
Wireless12 100	100 GB	\$74.95	\$79.95	\$1798.80	\$1918.80
Wireless12 250	250 GB	\$79.95	\$84.95	\$1918.80	\$2038.80
Wireless25 50	50 GB	\$74.95	\$79.95	\$1798.80	\$1918.80
Wireless25 100	100 GB	\$79.95	\$84.95	\$1918.80	\$2038.80
Wireless25 250	250 GB	\$84.95	\$89.95	\$2038.80	\$2158.80

N.B The total minimum price on a 24 month contract includes 24 months of the monthly plan costs.

Setup Fees

Setup is free of charge. Any cabling requirements beyond the scope of the free NBN installation past the Network Boundary Point will be at your cost and responsibility.

Excess Usage

Both uploads and downloads are counted towards your monthly included data plan. 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 Fibre to the Home service within the first 24 months of activation you will be charged an Early Termination Fee of \$22.00 x M (M being 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; 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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