

Montimedia Home Phone - mTelecom Voice

Information about the Service

Montimedia Home Phone - mTelecom Voice is a fixed line traditional phone service.

Requirements for Home Phone - mTelecom Voice

Montimedia Home Phone - mTelecom Voice can be sold as a stand-alone product or bundled with any of our applicable ADSL1 / ADSL2+ broadband plans.

Minimum Terms

There is no minimum term for your Home Phone - mTelecom Voice service.

Information about Pricing

Minimum Monthly Charges

The minimum monthly charge is \$29.95.

Details	Description	Amount
Line Rental	Monthly	\$29.95
Local Calls	Untimed	17.5 cents
National Calls to Landlines	Connection (Flagfall)	35 cents
	Per Minute	18 cents
National Calls to Mobiles	Connection (Flagfall)	35 cents
	Per Minute (all Networks)	33 cents
International Calls	Connection (Flagfall)	35 cents
	International Call Costs	Refer to Montimedia Website
13/1300 Calls	Untimed per Call	38.5 cents

Maximum Monthly Charges

The total maximum monthly cost will be the total of the minimum monthly cost plus the cost of any calls made and additional service features you may have such as silent number or call control features.

Setup Fees & Charges

There are no costs associated with moving your phone service over to Montimedia, however when connecting a new service where there is no active service fees will apply.

Phone Connection Charges	Description	Charge
Transfer (Churn)	Move an existing service to Montimedia	\$0.00
Service Activation	Inactive service where a dial tone still exists	\$69.95
Service Activation with Technician Visit	Inactive service and requires some form of cabling connection at premises	\$144.95
New Service Installation	For new premises that have no existing phone infrastructure	\$339.95

Typical 2 Minute Call Costs			
Plan	Local Call	National Call	Mobile Call
Home Phone Value	17.5 cents	71 cents	\$1.01

Cancellation Fees

There are no cancellation or termination fees for the Home Phone Value Plan.

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 phone call 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

This document is a summary only, for Full Terms and Conditions please visit our website at <http://www.montimedia.com.au/services/phone/mtelecom-voice/>