

## Montimedia Mobile Broadband

### Information about the Service

Your plan is for a post-paid mobile phone service on Australia's largest mobile phone network. This plan has a one month minimum term.

#### **What's Included and Excluded?**

Your unused Monthly Data Allowance expires each month. Your Monthly Data Allowance can be used to access mobile internet.

This service can't be used for making calls or SMS to local or international numbers. Your Standard Monthly Call Allowance can't be used when travelling overseas.

#### **Requirements for Mobile Broadband**

You will need a modem to use Mobile Broadband. We can supply hardware to you for \$149 including postage. The modem simply plugs into one of the USB ports on your computer or laptop and then you can get connected.

### Information about Pricing

#### **Monthly Charges**

Mobile Broadband Plan	Monthly Included Data	Minimum Monthly Charge	Total Minimum Price
Small	3 GB	\$30	\$30
Medium	6 GB	\$45	\$45
Large	10 GB	\$65	\$65

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 24 hours.

#### **Excess Usage**

Excess usage on all monthly Mobile Broadband plans is 3c / MB. We'll provide you with Email usage alerts at 50%, 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 24 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)

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