

## Montimedia Mobile Phone Plans

### Information about the service

Montimedia Mobile Phone plans offer great value post-paid plans on Australia's largest and most reliable 4G mobile phone network.

#### **Minimum Terms**

A minimum term of one month applies.

#### **What's not included**

Your monthly included call allowance does not include international calls, calls to premium numbers such as 19xx numbers, some operator assisted and info calls, third party content calls and calls to directory assistance. Telstra Retail Customer Service numbers 132000, 132203, 132674 and 132999 are not included on the Nano and Mini plans.

### Information About Pricing

#### **Monthly Charges**

Mobile Plan	Included Call Value*	Monthly Included Data	SMS	Minimum Monthly charge
Nano	\$200	200 MB	Free of Charge	\$20
Mini	\$1000	1.5 GB	Free of Charge	\$35
Standard	Unlimited	4 GB	Free of Charge	\$45
Super	Unlimited	7 GB	Free of Charge	\$55
Max	Unlimited	10 GB	Free of Charge	\$65

\*Calls costs - A 2 minute Standard Call will cost you \$2.38 (\$ 0.40 flagfall plus \$ 0.99 per minute). Calls are charged in 60 second increments

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**

We'll provide you with Email usage alerts at 50%, 80% and then again at 100% of your Included Call and Data Allowance. If you exceed your Monthly Data Allowance, you will be charged 3c for each MB you use over the Allowance MB.

#### **Using your Service Overseas**

Your Monthly Call and Data Allowances doesn't include usage while you're overseas, so you'll be charged separately for this usage.

#### **Cancellation & Termination Fees**

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

## Critical Information Summary

### 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 phone 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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