

## Critical Information Summary

### Montimedia NBN Voice Add-ons

#### Information about the Service

The Montimedia NBN Voice Add-ons are an NBN telephone service that give you a telephone number and enables you to make and receive calls over your existing Montimedia NBN broadband service.

A member of our Customer Care team will advise you whether you are able to keep your existing landline number when moving to the NBN.

#### **Requirements for NBN Voice Add-ons**

You require an active Montimedia NBN Broadband internet service.

#### **Minimum Terms**

All NBN Voice Add-ons are provided with no lock in contract. The minimum term is 1 month.

#### **What is Included**

Local, National and calls to any Mobile in Australia are included with the Full Monti Voice Add-on, Local and National calls are included in the Monti National Voice Add-on.

#### **What is Not Included**

Local calls that are forwarded from the service, National calls that are forwarded, Mobile calls that are forwarded, 13/1300 calls, International calls and other premium service numbers such as 19, 0198 numbers. Please refer to our website <http://www.montimedia.com.au/nbn-voice-charges/> for those standard charges.

#### Information about Pricing

Call type	Description	NBN Voice Add-on Charges		
		PAYG \$5.00 p/m	Monti National \$15.00 p/m	Full Monti \$30.00 p/m
Local Calls	Untimed	16.5c	Included	Included
13/1300 Calls	Untimed per Call	55c/call	55c/call	55c/call
National Calls to Landlines	Connection (Flagfall)	11.5c/call	Included	Included
	Per Minute	16.5c	Included	Included
National Calls to Mobiles	Connection (Flagfall)	11.5c/call	11.5c/call	Included
	Per Minute	30c	30c	Included
International Calls	Connection (Flagfall)	11.5c/call	11.5c/call	11.5c/call
	Per Minute	Refer to Montimedia Website*		

\*International Call Rates -<http://www.montimedia.com.au/nbn-voice-charges/>

#### 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/>

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### **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 either 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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