

Critical Information Summary

Montimedia NBN Voice-Only Plans

Information about the Service

The Montimedia NBN Voice-Only services are an NBN telephone service that give you a telephone number and enables you to make and receive calls over the NBN network.

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.

Setup Costs/Minimum Term

These plans are offered with no lock in contract. See table below for minimum costs associated with these plans. A setup cost of \$99 applies and a free HNG (Home Network Gateway) is supplied.

Standard installation requirements

Standard NBN installation is included with this plan. A 240-volt power supply is required, and you must ensure such a power supply is available. In the event of a power outage, your services will not work unless you maintain a back-up battery. If you take up a Fibre to the Home service, you will not be able to move back to a copper service.

When NBN is delivered to your premises by FTTN or FTTB technology you must have an existing copper telephone line running to your premises. If this is not present a \$330 charge may apply to install this.

What is Included

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

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-Only Charges		
		PAYG \$49.95 p/m	Monti National \$59.95 p/m	Full Monti \$74.95 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*		
Upfront Charges	NBN Connection Fee	\$99.00 (includes free HNG)		
Total Minimum Cost (1 Month)	Total Minimum Cost for 1 Month's Use of Service	\$148.95	\$158.95	\$173.95

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

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Additional connection charge for new developments

If NBN Co identifies your premises to be within the site boundary of a new development the \$330 NBN Co New Development charge will apply to connect your premises to the NBN.

Hardware

An NBN-Ready Home Network Gateway is supplied;
Technicolor TG797 for FTTP and Fixed Wireless
Technicolor TG799 for FTTN and FTTB
Both models include Dual Band Wi Fi, 4 LAN Ports, and 2 USB Ports

Other Information

NBN Subsequent Installation Charge

If you do not have an active phone line, NBNCo. can provision your service on what they call a “Subsequent Installation” and could be subject to a \$300.00 connection fee.

NBNCo. will also charge the \$300.00 as a “New Development Charge” for any new buildings or residential areas for the first connection in that development.

We are unable to advise if you will be charged for this fee until we provision the order on your behalf.

If we are advised that you will get charged and you do not wish to proceed with the order, we will cancel the order.

If NBNCo deems this charge as applicable it will be a universal charge from all Service providers.

For further information please see the following NBNCo. article on their website:

<https://www.nbnco.com.au/develop-or-plan-with-the-nbn/new-developments/government-policy-for-new-developments.html>

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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