

# CRITICAL INFORMATION SUMMARY

## Mint Digital Home Middle

### INFORMATION ABOUT THE SERVICE

#### Service Description

The Mint Digital Home Middle plan is for a broadband and voice telephone service that gives you 100GB of data (or the option of upgrading to 1.2TB of data) and a telephone service which enables you to make and receive calls over the NBN.

Mint cannot guarantee a service is available until installed at your premises. You can transfer your existing phone service or activate a new service with Mint. Some phone features may not be compatible with a phone service delivered via the NBN. Digital Home plans are not available for resale or high volume telemarketing purposes.

#### Installation Requirements

Standard Installation is included with your plan and is provided to the first telephone point in your premises. 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 an NBN service, you will not be able to move back to a copper service.

#### Hardware and Minimum Contract Term

Available on a minimum 6 month contract only.

\$149 once off Set Up Fee

An optional NBN compatible Wi-Fi modem is supplied for \$0.00 with a postage and handling fee of \$19.95

#### Key Details

Your Mint Digital Home Middle monthly access fee includes NBN Access, Line Rental, Local, National and Mint to Mint calls. Other call types not listed, optional Value Added Services and any equipment or other services required, are charged in addition to your Monthly Access Fee.

A Mint Digital Home Middle Bundle may not be appropriate if you require an uninterrupted phone service with access to 000 emergency services. The service will not function in the event of a power failure unless provided over the voice port (UNI-V) of the NBN connection box with an operational third party supplied battery back-up unit. It is your responsibility to maintain the battery and ensure that it is working correctly. Priority Assistance is not available on this service.

You must inform us if the service is intended to be used in conjunction with a disability or medical service, back to base alarm or is intended to carry data services such as Fax, EFTPOS or HiCaps. These services may not be supported or may require an alternative service or additional equipment.

Calls to some International destinations are blocked by default due to high risk of fraud. You may arrange with Mint to unblock these destinations upon accepting full responsibility for payment for any calls from your service to these destinations.

### INFORMATION ABOUT PRICING

Mint Digital Home Middle Speed	Minimum Monthly Access Fee Per Service 100GB	Minimum Total Cost Per Service (6 months)	Cost of 1MB of Data	Minimum Monthly Access Fee Per Service 1.2TB	Minimum Total Cost Per Service (6 months)	Cost of 1MB of Data
12/1 Mbps	\$69.95	\$568.70	\$0.0007/MB	\$89.95	\$688.70	\$0.00007/MB
25/5 Mbps	\$79.95	\$628.70	\$0.0008/MB	\$99.95	\$748.70	\$0.00008/MB
50/20 Mbps	\$89.95	\$688.70	\$0.0009/MB	\$109.95	\$808.70	\$0.00009/MB
100/40 Mbps	\$99.95	\$748.70	\$0.0010/MB	\$119.95	\$868.70	\$0.00010/MB

If you use all of your included data within a billing cycle, the speed will be limited to 256kbps until the next billing cycle commences.

**Early Termination Charge**

If you cancel your service within the Contract Term, Early Termination Fees (ETF) will apply. ETF is calculated as \$99 per service.

**Call Rates**

The table below shows the standard call rates for the Mint Digital Home Starter Plan. Timed calls are billed in per minute increments.

Standard Call Type	Call Rates
Mint to Mint	Included
Local calls	Included
National calls	Included
Calls to Australian Mobiles	\$0.99 per call
Calls to 13/1300 Numbers	\$0.44 per call
Flagfall (timed calls only)	\$0.45 per call
Mint to Mint	Free

For details of charges of usage types not listed, please call Customer Care on 1300 58 MINT (1300 58 6468).

**OTHER INFORMATION**

**FULL TERMS**

Information and pricing is correct at time of printing. All pricing is inclusive of GST. This information is a summary only. Visit [www.minttelecom.com.au/information.html](http://www.minttelecom.com.au/information.html) for our Standard Form of Agreement, Fair Use and Acceptable Use policies, which set out terms and conditions on which we provide our products and services.

**Usage Information**

For information about your current usage levels please review the details on our Self-Care Portal found at [www.minttelecom.com.au](http://www.minttelecom.com.au) or contact Customer Care on 1300 58 MINT (1300 58 6468).

**EMAIL BILLING**

Mint is committed to reducing our environmental footprint and our standard method for bill delivery is email. Paper billing is available as an option for a monthly fee of \$2.95. To opt in to paper billing, please contact Customer Care.

**PAYMENT METHOD**

Payment by Direct Debit from a bank account is free of surcharges. Charges apply for other payment methods. For details see the Schedule of Fees & Charges on our website or contact Customer Care.

**CONTACT US**

We are dedicated to excellence in servicing our customers. If you have any questions regarding your service, call our Customer Care team on 1300 58 MINT (1300 58 6468) 9am - 5pm AEST, Monday to Friday.

If for some reason you are not satisfied with the service received, please inform us of your issue. If we are unable to resolve your issue to your satisfaction, please visit [www.minttelecom.com.au/information.html](http://www.minttelecom.com.au/information.html) and review our Complaint Handling Policy.

If you are still not satisfied with the steps taken by Mint to resolve your issue, you can seek assistance from the Telecommunications Industry Ombudsman (TIO). The TIO will only investigate complaints if you have already attempted to resolve your issue with Mint and is an option of last resort. You can contact the TIO by calling 1800 062 058 or visiting [www.tio.com.au](http://www.tio.com.au).