

Information About The Service

What's on offer?

You are being provided with a post-paid Home Phone Service with TeleMates using the standard telephone network in Australia for making Local Calls, Long Distance Calls, Calls to Mobiles and International Calls. This Fixed Wire Service agreement is independent of any other service you may receive from TeleMates.

What is the minimum term of this agreement?

The minimum term of the agreement is 12 months.

Is any telephone hardware included with this agreement?

You will use your own existing telephone handset or system to make and receive calls.

What calls are included in this plan?

All calls made on this service we be charged in addition to the Monthly Line Rental.

Information About Pricing

What is the minimum I will pay every month?

You will pay a monthly access fee of \$30.36 per month per home line connected with TeleMates plus a \$10 per month plan fee. This fee will be charged on the 1st of the month in advance. If you connect mid-month a pro-rata monthly charge will also apply on your first invoice.

Charge Type	Cost Ex GST	Cost INC GST
Line Rental	\$39.95 / Month	\$43.95 / Month
Local Calls	10 cents Per Call	11 cents Per Call
Long Distance Calls	10 cents for first 10 minutes Then 10 cents per minute 10 cents Connect Fee	11 cents for first 10 minutes Then 11 cents per minute 11 cents Connect Fee
Calls to Mobiles	10 cents per 30 second block 10 cent connection fee	11 cents per 30 second block 11 cent connection fee
Plan Fee	\$10 per month	\$11 per month

Are any calls included in the \$43.95 per month access fee?

Any calls made on this service will be charged in addition to the monthly access fee of \$43.95.

Are there any other additional discounts?

Long Distance calls will be charged at 11 cents for the first 10 minutes. Each minute above 10 minutes will revert to 11 cents per minute.

What is the minimum cost of this agreement?

The minimum cost of the 12 month agreement is \$527.40.

What are the early termination fees applicable if I cancel early?

If you cancel your service at any time within 12 months of connection, an early termination fee of \$199 per home line will be applicable.

What are the charges for international calls?

Pricing for international calls are different for every country. A detailed list can be found at www.telemates.com.au/pstn-int-rates.php of the per minute rates for each country. A 25 cent connection fee applies.

What is the pricing for Value added Services?

Additional services such as Messagebank and Calling Number Display are not included with the monthly access fee. The charges for these services are charged per line, per service as follows:

Service	Cost EX GST	Cost INC GST
Messagebank	\$6 Per month	\$6.60 Per month
Calling Number display	\$6 Per month	\$6.60 Per month

Additional charges will also apply if there are any other Value Added Services currently on your telephone line.

Business Telephone Line Installation

If you are transferring an existing connected business telephone line to Telemates then no connection or transfer fees apply. If you are connecting a new telephone line the costs will be as follows:

Call Type	Charge
Telephone Line Installation without a technician visit	\$59
Telephone Line Installation reactivation with Tech visit	\$125
New Telephone Line connection with cabling work	\$299

Pricing for installation is based purely on the work assessment made by the installation technician and available infrastructure at your locations. Additional discounts may be available when connecting multiple lines. Full information on telephone installation can be found at http://www.telemates.com.au/home_phone_new_line.php

ACT Customers

If your connection address is within an ACT Government area you will be charged an ACT Government Utilities Tax. In addition to your monthly access fee

NATIONAL BROADBAND NETWORK (NBN)

The NBN is slowly being rolled out across Australia in each location. Telemates will be in contact with you when the NBN becomes available in your area and any requirements needed for changing over.

Other Information

Billing

Your monthly invoice will be issued on the 1st of every month and will include any unbilled called from the previous month plus your monthly charges in advance. If you join mid-month a pro-rata charge will also apply for your monthly access fee and value added services on your first invoice. An invoice will be issued in via email. If you require post then a \$3.50 per month postage fee will apply.

How can I view my call and data usage information?

You can view your call usage on your monthly statement issued by Telemates on the 1st of every month. You can also view the itemised usage online at <https://www.telemates.com.au/login.php> You will need to set-up password by contacting customer service on 131501.

Tracking your spending

Details of our alerts system can be found at http://www.telemates.com.au/telemates_customer_protection_system.php

Network Coverage

Telemates utilises the network coverage of the standard telephone network in Australia.

Who do I contact if I need assistance with my service or bill?

You should always contact Telemates on 1800 777 055. Assistance is also available from our live chat on the website at www.telemates.com.au or emailing support@telemates.com.au If you have any disputes with your teleMates account you must resolve this directly by contacting TeleMates and pay all undisputed amounts as per the Telemates dispute resolution policy at <http://www.telemates.com.au/tm-dispute-resolution-policy.php> . If you are not satisfied with the outcome of the TeleMates investigation you may contact the Telecommunications Industry Ombudsman on 1800 062 058 or visit www.tio.com.au.

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