

Information About The Service

What's on offer?

You are being provided with a post-paid 1300, 1800 or 13 service for receiving inbound calls. This service will be configured to answer/redirect to a Landline, Mobile or International number of your choice. You will advertise this service as a method of contact for your business. This 1300/1800/13 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

Are there any minimum requirements for this service?

You must have this service configured to answer to an active telephone service.t

Information About Pricing

What is the minimum I will pay every month?

You will pay a minimum monthly access fee of \$10 per month per 1300/1800/13 service. This fee will be charged on the 1st of the month in arrears. If you connect mid-month a pro-rata monthly charge will also apply on your first invoice. A 13 service will also pay an additional \$750per month government fee for the use of this special service.

What is the monthly call allowance?

The monthly call allowance is \$10 per month. This includes your first \$10 worth of all calls. Any unused call usage will be lost at the end of the month.

What is the cost of receiving a call?

The cost depends on the distance the customer is from your answering location. This could be Local, Long Distance, Call from a Mobile, Call to a Mobile and International Calls.

1300/13 Services	Charge INC GST
Local	\$0.08 per minute (first 20 minutes for free)
Long Distance	\$0.12 per minute
Mobile To Fixed Answering Point	\$0.18 per minute
All Calls To Mobile Answering Point	\$0.42 per minute

1800 Services	Charge INC GST
Local	\$0.08 per minute
Long Distance	\$0.12 per minute
Mobile To Fixed Answering Point	\$0.18 per minute
All Calls To Mobile Answering Point	\$0.42 per minute

What is the minimum term and cost of the agreement?

The minimum term of the agreement is 12 months with a minimum cost of \$120.

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

If you cancel your service early, the early termination fee of the remaining monthly access fees applies of \$10 per month. The maximum termination fee on this plan is \$120.

Are there any additional charges for changes and special configurations of my inbound service?

A change of answering point fee of \$25 per change is payable where the service answers to a single number. Pricing for more complex set ups is detailed at <http://www.telemates.com.au/inbound-addition.php>

Other Information

How can I view my call and data usage information?

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

What charges does the caller pay for call a 1300, 1800 or 13 service?

The caller will pay 35 cents per call to a 1300/13 number from a standard landline within Australia. Calls to 1800 numbers are free from any landline within Australia. If the caller calls from a mobile phone the charges will be as per the pricing set by their mobile phone provider.

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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