

## Information About The Service

### What's on offer?

You are being provided with a post-paid Fixed Wire Telephone Service with TeleMates using the Optus telephone network in Australia for making Local Calls, Long Distance Calls, Calls to Mobiles and International Calls and Broadband ADSL connection. This service agreement requires both your Landline and Broadband Internet Service to be with TeleMates.

### What is the minimum term of this agreement?

The minimum term of the agreement is 24 months.

### Is any telephone hardware included with this agreement?

You will use your own existing telephone handset or system to make and receive calls. You will also require an ADSL 2+ compatible Broadband Modem to connect to the Internet. An ADSL 2+ modem with built in WIFI will be included FREE with this connection. Other pre-configured modems are also available for purchase.

### Is this service available in all locations?

This service is available in limited locations of approximately 400 telephone exchanges. If your exchange is not equipped you will not be able to obtain this service.

## Information About Pricing

### What is the minimum I will pay every month?

You will pay a monthly access fee of \$84.95 per month with TeleMates. 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 INC GST
Monthly Access Fee	\$84.95 / Month
Telephone Line Rental	Included
Internet Access	500 Gb (\$0.17 per Gb)
Local / Long Distance Calls	200 Calls
Excess Local / Long Distance Calls	15 cents per call untimed
Calls to Mobiles	200 minutes of calls per month
Excess Calls to Mobiles	29 cents per minute
Calls to 1300 Numbers	40 cents per call

### Are any calls included with the \$84.95 monthly access fee?

A total of 200 Local/Long Distance calls are included. Any other calls made on the service will be charged in addition to the monthly access fee of \$84.95.

### What charges are not included in the \$84.95 monthly access fee?

Excess Local / Long Distance Calls / Call to mobiles, 1300 Services, 1900 Premium Services, Value Added services, International Calls and operator assisted calls are not included and are charged in excess of your monthly access fee.

### How much Internet data is included?

500GB of data is included in the monthly access fee. (Cost per unit is 17 cents per GB) If you exceed your data usage excess data charges of \$4/GB apply. Additional data upgrade units can be purchased for \$22 per 20GB. Downloads and uploads will count towards your usage.

### What is the minimum cost of the agreement?

The minimum cost of the 24 month agreement is \$2,038.80.

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

If you cancel your service at any time within the minimum term the full early termination fee applies as follows:

24 month agreement = \$299, 12 month agreement = \$149 or No Contract Term = \$0.

Once an order is sent for provisioning it cannot be cancelled whilst "in flight" and early termination fees will apply if you cancel.

### What are the charges for international calls?

Pricing for international calls are different for every country. A detailed list can be found at <https://www.telemates.com.au/megabundleinternational.php> of the per minute rates for each country.

### 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 INC GST
Messagebank	\$6
Calling Number display	\$6

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

### Telephone Line Installation

If you are transferring an existing connected residential 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 Tech Visit	\$59
New Telephone Line connection with Tech Visit	\$299

Pricing for installation is based purely on the work assessment made by the installation technician and available infrastructure at your locations. A tech visit includes a technician attending the customer premises, street or telephone exchange. Full information on telephone installation can be found at [http://www.telemates.com.au/home\\_phone\\_new\\_line.php](http://www.telemates.com.au/home_phone_new_line.php)

### ADSL Connection Fees

Connection or transfer of a Mega Bundle service on an existing telephone line is as follows:

24 Month agreement = \$99, 12 Month agreement = \$149 or No contract Term = \$299.

### 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. If the NBN switch off is scheduled in your area you will need to switch to a TeleMates NBN service. Early termination fees will not apply if you switch to a TeleMates NBN service.

## 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 a postal invoice 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](http://www.telemates.com.au/telemates_customer_protection_system.php)

### Network Coverage

Telemates utilises the network coverage of the Optus network in Australia. A static IP address will be included with this connection.

### 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](http://www.telemates.com.au) or emailing [support@telemates.com.au](mailto: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](http://www.tio.com.au).

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