

Information About The Service

What's on offer?

You are being provided with a post-paid Fixed Wire Telephone Service with TeleMates using the standard 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. A separate Critical information Summary is required for the telephone service plan.

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. Pre-configured modems are available for purchase.

Information About Pricing

What is the minimum I will pay every month?

You will pay a monthly access fee of \$59.00 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	\$59.00 / Month
Telephone Line Rental	Not Included (Additional charges occur based on your selected phone plan pricing)
Internet Access	Unlimited Data, no excess data charges or speed shaping.

What telephone call charges are included?

See Critical information Summary for your selected Phone plan for pricing.

What are the monthly charges if I do not bundle my Telephone line with TeleMates?

Your Broadband ADSL service will revert to \$99 per month.

What is the minimum cost of the agreement?

The minimum cost of the 24 month Broadband agreement is \$1416.00.

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

If you cancel your service at any time within 24 months of connection, an early termination fee of \$299 will be applicable.

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 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. Full information on telephone installation can be found at http://www.telemates.com.au/home_phone_new_line.php

ADSL Connection Fees

Connection of a new ADSL service on an existing telephone line is free. Transfer/rapid churn of an existing ADSL service will incur a once off cost of \$39.

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 calls 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.

Pricing as published 1/03/2013