

## 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.

### 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 \$89.00 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	\$89.00 / Month
Telephone Line Rental	Included
Internet Access	Unlimited Data, no excess data charges or speed shaping.
Local Calls	300 Local Calls Included then 20 cents per call
Long Distance Calls	70 cents per call
Calls to Mobiles	29 cents per minute block No Connect Fee
Calls to 1300 Numbers	40 cents per call

### Are any calls included with the \$89.00 monthly access fee?

300 Local Calls are included. Any other calls made on the service will be charged in addition to the monthly access fee of \$89.00 per month.

### What are the charges if I exceed the local call allowance?

If you exceed 300 Local Calls you will pay 20c each for each additional local call.

### What charges are not included in the \$89 monthly access fee?

Long Distance, Calls to Mobiles, Call to 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.

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

The minimum cost of the 24 month agreement is \$2136.00.

### 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.

### 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](http://www.telemates.com.au/pstn-int-rates.php) of the per minute rates for each country. A 15 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 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 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](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.

#### 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](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 131501. 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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