

Information About The Service

What's on offer?

You are being provided with a post-paid Fixed Wire Telephone Service with Telemates using the Telstra 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.

This service is suitable for residential connections only and is only available to customers who apply for connection before 30th April 2014.

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.

This service is available where ADSL 2+/ADSL 1 services are available in Australia. If your exchange is not equipped for ADSL 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 \$99 per month with Telemates. This fee will be charged on the 1st of the month in advance on the due date via direct debit. If you connect mid-month a pro-rata monthly charge will apply on your first invoice. If you are not on direct debit or cancel your direct debit the monthly access fee will be \$129 per month.

Charge Type	Cost INC GST
Monthly Access Fee	\$99.00 / Month
Telephone Line Rental	Included
Internet Access	Unlimited Data, no excess data charges or speed shaping.
Local Calls	Unlimited
Long Distance Calls	Unlimited
Calls to Mobiles	Unlimited
Calls to 1300 Numbers	35 cents per call

Are any calls included with the \$99.00 monthly access fee?

Unlimited Local Calls, Long Distance Calls and Calls to mobiles within Australia. Any other calls made on the service will be charged in addition to the monthly access fee of \$99.00 per month.

What charges are not included in the \$99.00 monthly access fee?

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. Call forwarding will be charged as follows: Local calls 15 cents per call, Long Distance 8 cents per minute, Calls to mobiles 19 cents per minute.

What is the minimum cost of the agreement?

The minimum cost of the 24 month agreement is \$2376.00.

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 http://www.telemates.com.au/ultra_unlimited_rates_sheet.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 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 or transfer of a new ADSL service on an existing telephone line is \$99. Transfer/rapid churn of an existing ADSL service will receive a discounted connection fee of \$45.

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.

This account must be on direct debit from a credit card or bank account to receive the \$99 per month special rate. If you cancel your direct debit or your direct debit fails to approve, your monthly access fee will revert to \$129 per month.

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 1800 777 055.

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. This connection comes with a dynamic IP address. A static IP address is not available on 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 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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