

Information About The Service

What's on offer?

You are being provided with a Hosted Cloud PABX Phone System with TeleMates using SIP/VOIP network in Australia for making Landline Calls, Calls to Mobiles, International Calls and calls to 1300 services. This SIP trunk agreement is independent of any other service you have 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?

TeleMates will supply access to the Hosted CLOUD Phone System. You will need to purchase a telephone handset for each staff member you wish to connect to the phone system. Pricing for the handsets will be provided separately from this agreement.

Are there any other services required to connect to a Hosted Cloud PABX Phone System?

You will need a broadband Internet connection with a minimum connection bandwidth of 512/512kbps. For best quality we recommend a teleMates broadband Internet connection. The IP address of the connection must be provided to TeleMates to allow access to the system.

How many simultaneous calls can I make at a single point in time?

The number of calls that you can make at any given point in time depends on the number of handsets you have connected to the Hosted CLOUD Phone System.

What functions are included in Hosted Cloud PABX Phone System?

You can make calls, receive calls, line hunt/rotary, transfer calls internally & externally, divert calls, place calls on hold, park calls and have cue systems set up for incoming calls. Phone call recording is available for an additional fee.

Information About Pricing

What is the minimum I will pay every month?

You will pay a minimum monthly Hosted CLOUD Phone System fee of \$99 per month. 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.

Are any calls included with the \$99 Hosted Cloud PABX Phone System Fee?

Any calls made on the service will be charged in addition to the monthly Hosted Cloud PABX Phone System Fee of \$99 per month and timed calls will be charged to the nearest minute. Standard cost of a 2 minute mobile call is 38 cents.

What is the minimum cost of the agreement?

The minimum cost of the 24-month agreement is \$2376.

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 \$499.

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/sip_international.php

Plan Option 1 - Untimed Landlines

Charge Type	Cost Ex GST	Cost INC GST
Monthly System Fee	\$90 per month	\$99 per month
Calls to Landlines in Australia	9 cents per call	10 cents per call
Calls to Mobiles in Australia	17.27 cents per minute	19 cents per minute
Calls to 1300 Numbers	36.36 cents per call	40 cents per call
Calls to 1800 Numbers	Free	Free
Calls to 188X Services	58.18 cents per minute	64 cents per minute

Plan Option 2 - Timed Landlines

Charge Type	Cost Ex GST	Cost INC GST
Monthly Access Fee	\$90 per month	\$99 per month
Calls to Landlines in Australia	3.64 cents per minute	4 cents per minute
Calls to Mobiles in Australia	17.27 cents per minute	19 cents per minute
Calls to 1300 Numbers	36.36 cents per call	40 cents per call
Calls to 1800 Numbers	Free	Free
Calls to 188X Services	58.18 cents per minute	64 cents per minute

Setup Cost

Service Agreement	Set Up Cost EX GST	Set Up Cost INC GST
Handset Pricing	TBA	TBA
First 10 handsets/connections	Free	Free
Each additional 10 handsets	\$90 per batch of 10	\$99 per batch of 10
Port a single PSTN number	\$13.64 each	\$15 each
Port a 100 Number Range	\$136.36 each range	\$150 each range

Monthly Number Cost

Service Agreement	Set Up Cost EX GST	Set Up Cost INC GST
First 4 Standalone numbers	Included	Included
Additional Numbers	\$4.54 per month per number	\$5 per month per number
100 Number Range	\$36.36 per month per range	\$40 per month per range

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 internet to provide you with service to your phone system and connects back to the Optus network. The cost of your Internet connection is not included in this pricing. You must ensure your Internet connection between your phone system and our data centre is stable without interruption. It is recommended you allocate a minimum bandwidth of 128kbps per call to ensure a quality call. If you plan to use the telephone handset at a new location you will need to advise the additional IP address.

Note: Quality of your calls is heavily influenced by the quality of your Internet, Modem, Computer Network and other related hardware. This is outside the control of Telemates and the sole responsibility of the customer.

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 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 31/08/2015