



**Unlimited**  
Standard Calls



**Unlimited**  
Standard SMS/MMS



**2GB**  
Data Allowance  
Excess Data Usage = 5c/MB

## Information About The Service

### What's on offer?

You are being provided with a post-paid mobile service with Telemates using the Optus Mobile Network to provide reception. This mobile service agreement is independent of any other service you may receive from TeleMates.

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

The minimum term of the agreement is 1 month

### Mobile Handsets

A mobile telephone handset is not included with this offer. You may bring your own (BYO) handset or purchase a handset upfront. A new SIM Card will be sent in a separate envelope to your delivery address.

### What call types and charges are included in the monthly allowance?

Calls to landlines and mobiles within Australia, Standard SMS and MMS within Australia, voicemail deposit and call forwarding are included in the monthly allowance.

### What call types and charges are not included in the monthly allowance?

International Calls, International Roaming, Calls to Special Numbers (1900), calls to 13/1300/1800 numbers, Voicemail Retrieval, International SMS and MMS, Premium SMS and any other call not mentioned in the included call allowance.

## Information About Pricing

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

You will pay a minimum monthly access fee of \$65 per month. This fee will be charged on the 1st of every month in advance. If you connect mid-month a pro-rata monthly charge will also apply on your first invoice.

### What is the monthly call allowance?

The monthly call allowance is unlimited. Any unused call usage and data usage will be lost at the end of the month. The monthly call allowance is permitted for use from a mobile telephone handset for telephone calls and sending SMS messages. The service is not permitted for use on dialing boxes, phone systems or SMS broadcasting.

### What is the monthly data allowance?

The monthly data allowance is 2gb per month. Excess data is charged at 5 cents per mb. 1Mb is measured as 1,000,000 Bytes, and includes upload and downloads.

### Are there any additional Mobile Handset repayment fees?

Additional monthly mobile handset repayment fees are applicable only if you select a mobile handset that requires additional repayments. If you terminate the service early any remaining repayments will be 100% payable.

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

The minimum term of the agreement is 1 month with a minimum cost of \$65.

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

NO Early termination fees are applicable on this plan, if you cancel mid month the monthly access fee will not be forfeited.

### What is the cost of a standard SMS/MMS message?

Unlimited SMS/MMS messages are included every month within Australia. SMS/MMS usage is permitted for use from a mobile telephone handset. Not permitted for use in SMS broadcasting or marketing.

Plan Name	Mates Connect 65 SIM Only
	<b>Monthly Spend and Allowance</b>
Minimum Monthly Access Fee	\$65 Per month
Monthly Included Call Usage	Unlimited
Included Data Usage in mb/gb	2gb
	<b>Standard Call Charges</b>
Calls to landlines and mobiles	Included
Calls diverted	Included
Excess calls to landlines and mobiles in Australia	N/A
Voicemail Deposits	Included
	<b>Standard Messaging Charges</b>
Standard SMS within Australia	Unlimited
Standard MMS within Australia	Unlimited
	<b>International Calls from Australia</b>
International Calls	See <a href="http://telemates.com.au/mobiles2014.php">http://telemates.com.au/mobiles2014.php</a>
International SMS	25 cents for up to 160 characters
International MMS	50 cents per message
	<b>Other Calls</b>
Voicemail Retrievals	30 cents per minute
Calls to 13/1300/1800 per minute	50 cents / minute
Excess Calls Forwarded within Australia	N/A
Excess Data Usage	5 cents per mb

## Other Information

### How can I view my call and data usage information?

You can view your call and data usage on your monthly statement issued by Telemates on the 1st of every month. You can also view the 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

Telemates will send you an SMS when you reach 50%, 85% and 100% of your included call allowance and included data allowance. Other alerts can be set up as per the Telemates Customer Protection System detailed 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 Mobile network. For detailed coverage maps please see [www.telemates.com.au/coverage.php](http://www.telemates.com.au/coverage.php)

### International Roaming

If you are travelling overseas International roaming can be made available by contacting TeleMates. A separate credit assessment will be required for approval. International roaming is not included in your monthly allowance and can be very expensive as you are charged for both incoming and outgoing calls plus data usage. For further information please contact a specialist on 1800 777 055.

### 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).

Pricing as published 1/11/2014