

\$99
per month

=

Unlimited
Standard Calls & Text

+

1.5GB
Data Allowance
Excess Data Usage = 27.5c/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 24 months

Mobile Handsets

A mobile telephone handset may be included with this offer or you may choose to use your own handset on a SIM only connection. The handset will be based on your selection arranged with TeleMates and shipped directly to your delivery address. 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, Calls to 13, 1300 and 1800 numbers, standard SMS and MMS, voicemail retrievals and call forwarding are included in the Monthly Included Call Usage.

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

International calls, International Roaming, Calls to Special Numbers (1900), International SMS and MMS, Premium SMS, Optus Zoo Services, and Horizon Content are not included in the Monthly Included Call Usage.

Information About Pricing

What is the minimum I will pay every month?

You will pay a minimum monthly access 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.

What is the monthly call allowance?

The monthly call allowance is unlimited. Any unused call usage and data allowance 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 cost of a standard call?

The cost of a standard call is covered within the monthly allowance.

What is the monthly data allowance?

The monthly data allowance is 1.5 gb mb per month. Excess data is charged at 27.5 cents per mb.

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 24 months with a minimum cost of \$2376.

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

If you cancel your service early, the early termination fee of 50% X the remaining monthly access fees of your 24 month agreement applies. The maximum termination fee on this plan is as follows: Mates Rates 99 = \$1188
If you entered a handset repayment plan, the remaining handset repayments would also be payable.

What is the cost of a standard SMS message?

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

Plan Name	Mates Rates 99
	Monthly Spend and Allowance
Minimum Monthly Access Fee	\$99 Per month
Monthly Included Call Usage	Unlimited
Included Data Usage in mb/gb	1.5GB
	Standard Call Charges
Calls to Mobiles and Landlines in Australia	Unlimited
Flag fall/Connection fee (All Voice Calls)	N/A
Cost of a 2 Minute Call	N/A
Voicemail Deposits	Unlimited No Charge
Voicemail Retrievals	Unlimited No Charge
	Standard Messaging Charges
Standard SMS Within Australia	Unlimited
Standard MMS Within Australia	Unlimited
	International Calls from Australia
International Calls	See http://www.telemates.com.au/mobiles2014.php
International SMS	25 cents for up to 160 characters
International MMS	50 cents per message
	Other Calls
Calls to 13/1300/1800 (within Australia) per min	Unlimited
Call Forwarding within Australia	Unlimited
Excess Data Usage	27.5 cents/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

Network Coverage

Telemates utilises the network coverage of the Optus Mobile network. For detailed coverage maps please see 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 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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