

## Information About The Service

### What's on offer?

You are being provided with a post-paid Phone Service with TeleMates using the National Broadband Network (NBN) in Australia for making Local Calls, Long Distance Calls, Calls to Mobiles and International Calls. This Fixed Wire Service agreement is independent of any other service you may receive from TeleMates. This service does not include any access to Broadband Internet.

### 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.

## Information About Pricing

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

You will pay a monthly access fee of \$99.95 per month per residential telephone line connected 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 Ex GST	Cost INC GST
Monthly Rental	\$90.86 / Month	\$99.95 / Month
Local Calls	Unlimited	Unlimited
Long Distance	Unlimited	Unlimited
Calls to Mobiles	Unlimited	Unlimited
Calls to 1300	36.36 cents per call	40 cents per call

### Are any calls included with the \$99.95 monthly access fee?

Unlimited Local Calls, Unlimited Long Distance Calls and Unlimited Calls To Mobiles are included. Any other calls made on the service will be charged in addition to the monthly access fee of \$99.95 per month.

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

The minimum cost of the 24 month agreement is \$2398.80.

### 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 \$199 per residential line 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/nbn\\_int\\_voice.php](http://www.telemates.com.au/nbn_int_voice.php)

### 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 EX GST	Cost INC GST
Messagebank	Free	Free
Calling Number display	\$5.45 Per month	\$6 Per month

Additional charges will also apply if there are any other Value Added Services currently on your telephone line.

### NBN Voice Only Installation

This plan is applicable for installation of a new or existing NBN Voice Only Service. An NBN technician will install the following equipment at your premises:

- NBN Fibre Cable
- NBN Utility Box
- NBN Network Termination Unit.
- NBN Battery Backup Unit

Installation of this NBN equipment is covered by the Australian government free of charge. A once off activation fee of \$55 is applicable. If you enter a 24 month agreement with TeleMates the Activation fee will be Free.

### Internal Cabling & Equipment

The NBN network is responsible for service up until the Network Termination Unit installed inside your premises. Connection of internal sockets within your home/business beyond the Network Termination Unit will need to be organised with a Private Electrician at your own expense. If you already have telephone sockets at your premises your Private Electrician will need to reconnect these sockets to the Network Termination Unit. A special "NBN Internal Cable Guide" has been developed to further explain this change.

### Battery Backup Unit

TeleMates NBN Voice Only Service will include installation of a Battery Backup Unit to maintain supply of power to the Network Termination Unit. Maintenance and ongoing replacement of the Battery supplied will be at your own expense.

The Battery Backup Unit will continue to supply power to the Network Termination Unit for up to 2-3 hours in the event of a loss of power to your premises. Your access to telephone services to make/receive calls will continue as normal during a power outage whilst the Battery Backup Unit has power. If the battery backup unit runs out of backup power you will not be able to make/receive calls or access Emergency telephone services.

### Telephone Equipment

The TeleMates NBN Voice Only service will work with most standard telephone equipment. Some older equipment may not be supported including rotary telephone handsets, back to base alarm systems, personal response systems (medical alert/emergency call systems) and some fax machines may not work. Please check with the manufacturer/supplier if your device is compatible with the UNI-V port on the NBN Network Termination Unit.

### 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. This fee is passed on at the applicable rate set by the ACT government.

## 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 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](http://www.telemates.com.au/telemates_customer_protection_system.php)

### Network Coverage

TeleMates utilises the network coverage of the National Broadband Network as supplied by the Australian government through NBNCO. This network is independent of any other service provider in Australia.

### 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 31/08/2015