

Information About The Service

What's on offer?

You are being provided with a post-paid NBN Fibre and Broadband Service to deliver high-speed broadband Internet & Telephone over the National Broadband Network's (NBN) Fibre Optic, Copper and Fixed Wireless Infrastructure to the Network Boundary Point at your premises.

What types of NBN services are available?

NBN services includes Fibre To The Premises (FTTP), Fibre To The Node (FTTN), Fibre To The Basement (FTTB) and Fixed Wireless. The NBN service type you receive depends on the availability in your location.

What is the minimum term of this agreement?

The minimum term of this agreement is 24 months. A 12 month agreement or no minimum term agreement is also available.

Is any equipment included in this agreement?

A new modem will be included as part of this agreement by TeleMates to connect computers by LAN cable or access the NBN connection via WIFI. Customers in FTTP and Fixed Wireless locations will have an NBN Network Termination Unit supplied and installed inside the customer premises by an NBN technician. FTTN and FTTB locations will utilise the existing copper telephone line that is already connected on the premises.

Information About Pricing

What is the minimum I will pay every month?

You will pay a minimum monthly access fee as detailed in the table below. 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.

Plan	Speed	Data Allowance	Minimum Monthly Access fee	Total Minimum Cost over 24 months
Plan 1	Up to 12/1 Mbps	10gb	\$59.95	\$1,538.75
Plan 2	Up to 12/1 Mbps	Unlimited	\$69.95	\$1,778.75
Plan 3	Up to 25/5Mbps	Unlimited	\$79.95	\$2,018.75
Plan 4	Up to 50/20 Mbps	Unlimited	\$89.95	\$2,258.75
Plan 5	Up to 100/40 Mbps	Unlimited	\$99.95	\$2,498.75

What Call Plan Options are available?

There are three call plan options available

Value Added Call Packs	Pay As You Go	\$10/month	\$30/month
Local Calls	10 cents per call	Unlimited	Unlimited
Long Distance Calls	10 cents per call	Unlimited	Unlimited
Calls To Mobiles	29 cents/min	29 cents/min	Unlimited
Call Connection Fee	Free	Free	Free
Calls to 1300 numbers	40 cents per call	40 cents per call	40 cents per call

If you need a second telephone line an additional fee of \$10 per month will be applicable. The above call packs can also be added on the second line.

Are any calls included in the access fee?

No calls are included in the pay as you go option. The \$10 Value pack includes Local and Long Distance calls. The \$30 Value Pack includes Local Calls, Long Distance Calls and Calls to Mobiles.

What charges are not included in the minimum monthly access fee?

Local Calls, Long distance Calls, Calls to Mobiles, Calls to 1300 Services, Value Added Services, International Calls and Operator Assisted Calls are not included and are charged in excess of your monthly access fee.

What happens if I exceed my data limit?

All plans include "Unlimited Data" and no excess charges or speed shaping apply. The only exception is Plan 1 which contains 10GB of data allowance (cost of \$0.0006 per mb) and speed will be shaped to 256/256kb for the remainder of the month. Downloads and uploads count towards usage.

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

If you cancel your service at any time within the minimum term the full early termination fee applies as follows:
24 month agreement = \$299, 12 Month agreement = \$149 or No Contract Term = \$0. Once an order is sent for provisioning it cannot be cancelled whilst "in flight" and early termination fees will apply if you cancel.

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 of the per minute rates for each country.

NBN Installation Costs

Connection or transfer of a NBN service on an existing telephone line is as follows: 24 month agreement = \$99, 12 month agreement = \$149 or No contract Term = \$299 for connection up until the NBN Termination Box. Any internal wiring for your premises beyond the NBN Network Termination Point must be completed by a private maintainer at your own expense. The termination point on FTTP and Fixed Wireless is the NBN Network Termination Unit. FTTB and FTTN termination point is to the first socket. If you do not have a private maintainer, one can be arranged by contacting TeleMates. An NBN compatible router must be connected for multiple computers to access the service or to add a WIFI access point to your home. New developments or locations without an active telephone line connected through a service provider will attract an additional one time set up charge of \$300.

Telephone Equipment

The TeleMates NBN Voice 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 NBN Network Termination Unit.

Power Outages

TeleMates NBN Service requires power to be supplied to the Network Termination Unit and TeleMates supplied modem. If a power outage is experienced, you will not be able to make telephone calls or access the Internet. This would include your access to make and receive telephone calls to Emergency services. You should make sure you have appropriate power back up or a backup mobile phone to make emergency calls.

Other Information

Can I change data allowances or connection speed?

You can change plans to a higher data allowance or speed during your contract. You cannot decrease below the plan originally connected during your contract term. A change of plan can only be completed on the 1st of the month. A change of plan will incur a \$30 fee. You cannot switch to a lower plan during your contract period.

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

Network Coverage

TeleMates utilises the network coverage of the National Broadband Network as developed by the Australian government. The NBN network is not available in all locations and is only available in areas that have been upgraded to the NBN area or new housing areas. All NBN plans are provided as Internet Grade "Best Efforts" services are shown in downstream / upstream format and speeds are theoretical network maximum speeds. Actual speeds may be less due to a number of factors including network configuration, line quality & length, exchange type, customer premises interference, traffic and equipment. A static IP address is provided with this service.

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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