

## Information About The Service

### What's on offer?

You are being provided with a post-paid ADSL 2+ Naked DSL connection using the OPTUS network in Australia for accessing the Internet. This service will be provided and supported by TeleMates.

### 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 with this agreement?

You will require an ADSL 2+ compatible Broadband Modem to connect to the Internet. A standard 4 Port ADSL 2+ modem with WIFI enabled will be included FREE with this connection. Other Pre-configured modems are also available for purchase.

### Is this service available in all locations?

This service is available in limited locations of approximately 400 telephone exchanges. If your exchange is not equipped you will not be able to obtain this service.

## Information About Pricing

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

You will pay a monthly access fee of \$49.95 per month 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 INC GST
Monthly Access Fee	\$49.95 per month
Telephone Line Rental	Not Required
Internet Access	10GB (\$5 per GB)

### Are any calls included with the \$49.95 monthly access fee?

This service will only provide access to the Internet. You will not be able to make/receive any calls or call 000 Emergency Services. TeleMates recommends you should also obtain a separate mobile phone service for making telephone calls and calling 000 Emergency Services.

### What charges are not included in the \$49.95 monthly access fee?

No excess data charges will be charged on top of your monthly access fee if you exceed your data allowance.

### How much Internet data is included?

10Gb of data is included in the monthly access fee (Cost per unit is \$5 per GB). If you exceed your data usage no excess data charges apply. Your speed will shape at 256/256kb for the remainder of the month. Additional data upgrade units can be purchased for \$1.50 per 1 GB. Downloads and uploads count towards your usage.

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

The minimum cost is as follows: 24 month agreement is \$1297.80, 12 month agreement \$748.40 or No Contract term \$348.95

### 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.

### Naked DSL Line Connection

TeleMates can transfer an existing telephone line over to Naked DSL if the service is available in your area. If you convert a regular telephone line over to Naked DSL, your regular telephone line will be disabled and the associated telephone number will be cancelled.

If you do not have a telephone line already connected and active at your existing premises, a new telephone line connection will need to be organised. The costs of the telephone line connection will be as follows:

Call Type	Charge
Telephone Line Installation without a Tech Visit	\$59
New Telephone Line connection with Tech Visit	\$299

Once the existing telephone line is connected, the Naked DSL Connection Fee charges will also apply.

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If you already have a naked DSL service with another provider, this may be transferrable to TeleMates. This would need to be assessed by a TeleMates provisioning specialist for availability.

Pricing for installation is based purely on the work assessment made by the installation technician and available infrastructure at your locations. A tech visit includes a technician attending the customer premises, street or telephone exchange. Full information on telephone installation can be found at [http://www.telemates.com.au/home\\_phone\\_new\\_line.php](http://www.telemates.com.au/home_phone_new_line.php)

### Naked DSL Connection Fees

Connection or transfer of a Naked DSL service on an existing telephone line is as follows: 24 month agreement = \$99, 12 month agreement = \$149 or No contract Term = \$299.

### NATIONAL BROADBAND NETWORK (NBN)

The NBN is slowly being rolled out across Australia in each location. TeleMates will be in contact with you when the NBN becomes available in your area and any requirements needed for changing over. If the NBN switch off is scheduled in your area you will need to switch to a TeleMates NBN service. Early termination fees will not apply if you switch to a TeleMates NBN service.

## 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 via email. If you require a postal invoice 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 a 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 Optus network in Australia. A static IP address will be included with this connection.

### 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 dispute 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).

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