

Information About The Service

What's on offer?

You are being provided with a post-paid Mobile Broadband service with a SAMSUNG GALAXY TAB 2 10.1 with TeleMates using the Optus Mobile Network to provide reception. This Mobile Broadband 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 where a SAMSUNG GALAXY TAB 2 10.1 Tablet computer is provided.

Mobile Broadband Hardware included?

A SAMSUNG GALAXY TAB 2 10.1 Tablet computer is included which connects to the Mobile Broadband Network or via WIFI to your home or office Internet connection.

Information About Pricing

What is the minimum I will pay every month?

You will pay a minimum monthly access fee of \$69 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.

Are there any bundled discounts?

This offer is independent of any other service or discount offer you may receive from TeleMates.

What is the monthly data allowance?

The monthly data allowance is 5GB per month (0.014c per mb). Excess data is charged at 10 cents per mb.

What is the minimum term of the agreement?

The minimum term of the agreement is 24 months.

What is the minimum cost of the agreement?

The minimum cost of the 24 month agreement is \$1656 excluding any excess data usage charges above your monthly allowance or SMS messages you send.

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 \$599 will be applicable pro rata to the remaining time left of your agreement.

What is the cost of a standard SMS message?

Standard SMS messages within Australia are 25 cents each and are charged on top of your monthly access fees.

Are there any other additional charges?

Outside of the monthly access fee, a once off \$25 delivery charge is applicable.

Plan Name	SAMSUNG GALAXY TAB 2 ^{10.1} 5GB
	Monthly Spend and Allowance
Standalone Monthly Access Fee	\$69 Per month (0.014c per mb)
	Data Allowance
Included Data Usage in mb/gb	5 GigaBytes
	Excess Data Charges
Excess Data Usage	10 cents/mb
	SMS Messages
Standard SMS Messages	25cents each for 160 characters

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 131501.

Tracking your spending

Telemates will send you an SMS when you reach 50%, 85% and 100% of your included data allowance. 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 Optus Mobile network. For detailed coverage maps please see www.telemates.com.au/coverage.php

International Roaming

If you are travelling overseas International roaming is not available on a mobile broadband connection. You can connect to any WIFI network that may be accessible whilst you travel. If you are staying in a hotel that charges for WIFI access you will need to pay the Hotel directly for this access.

Who do I contact if I need assistance with my service or bill?

You should always contact Telemates on 131501. 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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