

Information About The Service

What's on offer?

You are being provided with a TeleMates Turbo Boost Service. This service combines two DSL connections together for a maximum speed of up to 60 Mbps download and up to 3 Mbps upload. This service agreement requires both your Landline and Broadband Internet Services to be with TeleMates for both Internet connections.

What is the minimum term of this agreement?

The minimum term of the agreement is 24 months.

Is any equipment included with this agreement?

You will use your own existing telephone handset or system to make and receive calls. An ADSL 2+ modem will be included for each Internet connection. A TeleMates Turbo Boost unit will also be supplied to combine both connections together.

Information About Pricing

What is the minimum I will pay every month?

You will pay 3 X Monthly access fees of \$89 each for each DSL connection 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
Turbo Boost Set Up Fee	\$399
Turbo Boost Connection 1	\$89 / Month
Turbo Boost Connection 2	\$89 / Month
Turbo Boost Connection 3	\$89 / Month
Total TURBO BOOST Monthly	\$267 / Month
Internet Data Included	Unlimited data, no excess data charges or speed shaping.
Local Calls	Unlimited Local Calls
Long Distance Calls	70 Cents Per Call
Calls To Mobile	29 Cents per minute block. No connection Fee
Calls To 1300 Numbers	40 Cents Per Call

Are any calls included with the \$89 monthly access fee?

Unlimited Local Calls are included. Any other calls made on the service will be charged in addition to the monthly access fee of \$89 per month.

What is the set up fee for the Turbo Boost Service?

A once off set up fee of \$399 will be charged upfront which includes equipment costs and telephone support for connection of equipment. A once off delivery fee of \$19 is applicable.

What charges are not included in the \$89 monthly access fee?

Long Distance, Calls to Mobiles, Call to 1300 Services, 1900 Premium Services, Value Added services, International Calls and Operator Assisted Calls are not included and are charged in excess of your monthly access fee.

What is the minimum cost of the agreement?

The minimum cost of the 24 month agreement is \$6807.

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

Each connection is covered by a 24-month agreement starting from the date the DSL connection goes live. An early termination fee of \$299 per DSL connection will apply if you disconnect or transfer to another provider.

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/pstn-int-rates.php of the per minute rates for each country.

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 INC GST
Messagebank	\$6.60
Calling Number display	\$6.60

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

Telephone Line Installation

If you are transferring an existing connected residential telephone line to Telemates then no connection or transfer fees apply. If you are connecting a new telephone line the costs will be as follows:

Call Type	Charge
Telephone Line Installation without a technician visit	\$59
Telephone Line Installation reactivation with Tech visit	\$125
New Telephone Line connection with cabling work	\$299

Pricing for installation is based purely on the work assessment made by the installation technician and available infrastructure at your locations. Full information on telephone installation can be found at https://www.telemates.com.au/business_phone_new_line.php

ADSL Connection Fees

Connection of a new ADSL service is Free on an existing telephone line. Transfer/rapid churn of an existing ADSL service is also Free.

How will the turbo boost system be set up?

All equipment will be pre-configured and delivered via courier to your premises. A TeleMates technical support person will assist you over the telephone to remotely connect and adjust any configurations for the service.

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

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 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.

Will any additional equipment be required?

Additional network switches may be required for connection of multiple computers on this network. You will need to disclose any special requirements you may need. If you would like to Turbo Boost your wifi connection, an additional WIFI router will be needed.

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 Telstra ADSL Broadband Network. All DSL & Turbo Boost connections 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.

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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