

Information About The Service

What's on offer?

You are being provided with a post-paid SIP Trunk Service with teleMates using SIP/VOIP network in Australia for making Landline Calls, Calls to Mobiles, International Calls and calls to 1300 services. This SIP trunk agreement is independent of any other service you have with teleMates.

What is the minimum term of this agreement?

The minimum term of the agreement is 12 months.

Is any telephone hardware included with this agreement?

You will use/supply your own telephone system to connect to teleMates to make and receive calls.

Are there any other services required to connect to a SIP trunk?

You will need a broadband Internet connection with a minimum connection bandwidth of 512/512kbps. For best quality we recommend a teleMates broadband Internet connection.

How many simultaneous calls can I make at a single point in time?

You can make an unlimited number of outbound calls at any given point in time.

Information About Pricing

What is the minimum I will pay every month?

You will pay a minimum monthly access fee of \$5 per month per SIP 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.

Plan Option 1- Untimed Landlines

Charge Type	Cost Ex GST	Cost INC GST
Monthly Access Fee	\$4.55 per month	\$5 per month
Calls to Landlines in Australia	9 cents per call	10 cents per call
Calls to Mobiles in Australia	17.27 cents per minute	19 cents per minute
Calls to 1300 Numbers	36.36 cents per call	40 cents per call
Calls to 1800 Numbers	Free	Free
Calls to 188X Services	58.18 cents per minute	64 cents per minute

Plan Option 2 - Timed Landlines

Charge Type	Cost Ex GST	Cost INC GST
Monthly Access Fee	\$4.55 per month	\$5 per month
Calls to Landlines in Australia	3.64 cents per minute	4 cents per minute
Calls to Mobiles in Australia	17.27 cents per minute	19 cents per minute
Calls to 1300 Numbers	36.36 cents per call	40 cents per call
Calls to 1800 Numbers	Free	Free
Calls to 188X Services	58.18 cents per minute	64 cents per minute

Monthly Number cost

Service Agreement	Set Up Cost EX GST	Set Up Cost INC GST
First number	Included	Included
Additional Numbers	\$4.54 per month per number	\$5 per month per number
100 Number Range	\$36.36 per month per range	\$40 per month per range

Setup cost per SIP trunk

Service Agreement	Set Up Cost EX GST	Set Up Cost INC GST
No Contract	\$90	\$99
12 Month Contract	Free Set Up	Free Set Up
Port a single PSTN number	\$13.64 each	\$15 each
Port a 100 Number Range	\$136.36 each range	\$150 each range

Are any calls included with the \$5.00 monthly access fee?

Any calls made on the service will be charged in addition to the monthly access fee of \$5 per month and charged to the nearest minute. Standard cost of a 2 minute mobile call is 38 cents.

What is the minimum cost of the agreement?

The minimum cost of the 12-month agreement is \$60.

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

If you cancel your service at any time within 12 months of connection, an early termination fee of \$99 per SIP Trunk 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/sip_international.php of the per minute rates for each country.

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 131501.

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 internet to provide you with service to your phone system and connects back to the Optus network. The cost of your Internet connection is not included in this pricing. You must ensure your Internet connection between your phone system and our data centre is stable without interruption. It is recommend you allocate a minimum bandwidth of 128kpbs per call.

Note: Quality of your calls is heavily influenced by the quality of your Internet, Modem, Computer Network and other related hardware. This is outside the control of teleMates and the sole responsibility of the customer.

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.

Pricing as published 31/08/2015