

Information About The Service

What's on offer?

You are being provided with a post-paid Mobile Broadband service 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 USB dongle is provided or month to month for sim only connections for use with a tablet computer.

Mobile Broadband Hardware included?

A Mobile Broadband Dongle is included which connects to a USB slot on your computer. If you select a sim only connection then only a sim card will be provided by TeleMates which you will insert into your own existing tablet computer.

Information About Pricing

What is the minimum I will pay every month?

You will pay a minimum monthly access fee of \$72.95 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?

If you bundle this service on the same account with any other Telemates ADSL, phone or mobile service your bundled monthly access fee will be \$62.95 per month.

What is the monthly data allowance?

The monthly data allowance 12GB per month. 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. If you connect a sim only connection it will be a month to month agreement.

What is the minimum cost of the agreement?

The minimum cost of the 24 month agreement is Standalone = \$1750.80 and Bundled = \$1510.80. If you connect on a sim only connection the minimum cost will be the monthly access fee.

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 \$99 will be applicable.

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.

Plan Name	Ultra 12gb Mobile Broadband Connection
	Monthly Spend and Allowance
Standalone Monthly Access Fee	\$72.95 Per month (0.006c per mb)
Bundled Monthly Access Fee	\$62.95 Per month (0.005c per mb)
	Data Allowance
Included Data Usage in mb/gb	12 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.

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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