

**\$19**  
per month

=

**\$60**

Standard Calls & Text  
Standard National 2 Min. Call = \$2.37  
Standard National SMS = 25c

+

**100MB**

Data Allowance  
Excess Data Usage = 27.5c/mb

## Information About The Service

### What's on offer?

You are being provided with a post-paid mobile service with Telemates using the Optus Mobile Network to provide reception. This mobile 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

### Mobile Handsets

A mobile telephone handset is included in this offer. The handset will be based on your selection arranged with Telemates and shipped directly to your delivery address.

### What call types and charges are included in the monthly allowance?

Calls to Landlines in Australia, Calls to Mobiles in Australia, Standard SMS, Standard MMS, voicemail and call forwarding are included within your monthly allowance.

### What call types and charges are not included in the monthly allowance?

International calls, International SMS, International Roaming, Calls to 1300 and 1800 numbers, Calls and SMS to Premium 1900 numbers, Premium SMS, Optus Zoo and horizon content are not included in the monthly call usage.

## Information About Pricing

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

You will pay a minimum monthly access fee of \$19 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.

### What is the monthly call allowance?

The monthly call allowance is \$60 per month. Any unused call usage and data allowance will be lost at the end of the month. If you restricted your use solely to Standard National Mobile Calls each of 2 minute in duration, you could make 25 calls per month without exceeding the included call allowance.

### What is the cost of a standard call?

The cost of a standard call is 99 cents per 60 seconds with a 39 cent connection fee. Cost of a 2 minute call is \$2.37.

### What is the monthly data allowance?

The monthly data allowance is 100mb per month. Excess data is charged at 27.5 cents per mb.

### Are there any additional Mobile Handset repayment fees?

Additional monthly mobile handset repayment fees are applicable only if you select a mobile handset that requires additional repayments. If you terminate the service early any remaining repayments will be 100% payable.

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

The minimum term of the agreement is 24 months with a minimum cost of \$496.

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

If you cancel your service early, the early termination fee of 50% X the remaining monthly access fees of your 24 month agreement applies. The maximum termination fee on this plan is as follows: Ultra 19 = \$228  
If you entered a handset repayment plan, the remaining handset repayments would also be payable.

### What is the cost of a standard SMS message?

The cost of a standard SMS is 27.5 cents for up to 160 characters.

Plan Name	Ultra 19
	<b>Monthly Spend and Allowance</b>
Minimum Monthly Access Fee	\$19 Per month
Monthly Included Call Usage	\$60
Included Data Usage in mb/gb	100mb
Bonus Allowance	\$99 free calls to TeleMates Mobiles
	<b>Standard Call Charges</b>
Calls to Mobiles and Landlines in Australia	99 cents per minute
Flag fall/Connection fee (All Voice Calls)	39 Cents
Cost of a 2 Minute Call	\$2.37
Voicemail Deposits	Unlimited No Charge
Voicemail Retrievals	40 cents per minute
	<b>Standard Messaging Charges</b>
Standard SMS Within Australia	25 cents for up to 160 characters
Standard MMS Within Australia	50 cents per message
	<b>International Calls from Australia</b>
International Calls	See <a href="http://www.telemates.com.au/mobiles_3g_plan.php">http://www.telemates.com.au/mobiles_3g_plan.php</a>
International SMS	25 cents for up to 160 characters
International MMS	50 cents per message
	<b>Other Calls</b>
Calls to 13/1300/1800 (within Australia) per min	99 cents per min
Call Forwarding within Australia	11 cents per minute
Excess Data Usage	27.5 cents/mb

## 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 call allowance and included data allowance. Other alerts can be set up as per the TeleMates Customer Protection System detailed 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 Mobile network. For detailed coverage maps please see [www.telemates.com.au/coverage.php](http://www.telemates.com.au/coverage.php)

### International Roaming

If you are travelling overseas International roaming can be made available by contacting TeleMates. A separate credit assessment will be required for approval. International roaming is not included in your monthly allowance and can be very expensive as you are charged for both incoming and outgoing calls plus data usage. For further information please contact a specialist on 131501.

### 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](http://www.telemates.com.au) or emailing [support@telemates.com.au](mailto: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](http://www.tio.com.au). Pricing as published 1/03/2013