

# teleMates

## UNLIMITED INTERNET & PHONE BUNDLE PRICING

Plan	\$89 Local & Unlimited Internet	\$99 Local, LD & Unlimited Internet	\$149 Everything
Monthly Access Fees	\$89	\$99	\$149
Telephone Line Rental	Free!	Free!	Free!
Internet Access	Unlimited!	Unlimited!	Unlimited!
Local Calls	Included	Included	Includes 500 Minutes
Long Distance Calls	\$0.70	Included	
Mobile Calls	29c/ minute	29c/ minute	

teleMates ADSL 2+ is a high grade Internet product designed for use in most home and business applications.

**Beware of cheap Internet providers!** You may have received discounted pricing from other competitors. Some cheaper products in the market are often over-subscribed. This means you may not receive the quality of speed you deserve!

### Internet Installation Fees:

- TeleMates On Net \$Free
- TeleMates Off Net \$72.00
- Transfer/fast Churn \$39.00

### **NEED MORE REASONS TO SWITCH?**

- High Speed ADSL 2+
- Special bundled discount
- 12 or 24 Month Agreement
- Free Line Rental
- Unlimited Data Plan

### **Bundled Pricing**

If you bundle your ADSL service with your telephone service a discount will apply!

**Call Us Now On 131 501  
For more information**

Much more online at [www.telemates.com.au](http://www.telemates.com.au)



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## UNLIMITED INTERNET & PHONE BUNDLE PRICING

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### Customer Terms & Conditions

- Pricing current as at 1/1/2012
  - All prices above are quoted including GST.
  - TeleMates Standard Terms and Conditions, Internet Terms and Fair Usage Policy apply.
  - Monthly Access fee charged monthly in advance on the 1<sup>st</sup> of the month. If you leave midway through a month the access fee will be lost.
  - Timed calls are billed in 60 second increments.
  - Rates quoted are for standard PSTN phone lines and are not available on ISDN services.
  - Calls to 1300 numbers are 30 cents per call.
  - 1300, Premium 1900 and other calls are excluded from the 89, 99 & 149 Bundle price.
  - Additional services such as Line Hunt, Messagebank and Calling Number Display are charged in addition to the monthly access fee.
  - Installation/transfer fees are as follows:
    - TeleMates ON-Net: Free
    - TeleMates OFF-Net: \$72
    - Transfer/Fast Churn: \$39
  - Pricing based on TeleMates On-Net services. \$20 per month surcharge applies to OFF-Net customers.
  - 12-month minimum term \$99 set up fee. Early termination fee \$299.
  - 24-month minimum term has no set up fee for On-Net services. Early Termination fee \$299.
  - Dynamic IP Address is provided. Static IP Addresses are available for \$2.50 each per month.
  - No excess data charges.
  - Charges based on exchange zoning. On-Net and Zone 1 covers most metro areas. Zones 2 & 3 are generally regional located areas. See zoning checker on website for further details.
  - The actual speeds may vary due to many factors such as the distance from your local telephone exchange, the quality of your copper phone line and broadband equipment. Also may vary based on the connection speed of end content/website.
  - Email addresses are not included.
  - We can provide a variety of modems for an additional fee. See website for details.
  - Lead time of approximately 3 – 5 working days for installation.
  - Incorrect Call Out fee of \$300 applies for faults where no fault is found or fault is with CPE &/or building cabling
  - Minimum cost on a 12 month agreement (excluding setup and transfer fees):
    - \$89 Local: \$1068
    - \$99 Local & LD: \$1188
    - \$149 Everything: \$1788
  - Minimum cost on a 24 month agreement (excluding setup and transfer fees):
    - \$89 Local: \$2136
    - \$99 Local & LD: \$2376
    - \$149 Everything: \$3576
  - If you cancel your bundle or one of the services early, move/transfer to another provider or change plan before your bundle has ended:
    - You will be charged an early termination fee of \$299
    - Your bundle benefits will be lost and standard charges will apply.
  - The Internet service provided is for general home and business use and is prohibited for use with:
    - Peer to peer file sharing
    - Gaming
    - Illegal downloads and activities
    - Breaching copyright law
- Any service found to be in breach will be terminated or restricted for access including shaping of services.



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## TELEMATES FAIR USE POLICY

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### teleMates \$89, \$99 & \$149 Internet & Phone Bundles

#### Local, Long Distance & Mobile Calls

- (a) This policy applies to use of the fixed wire telephone by customers connected to a plan offering \$89 local, \$99 Local & LD, and \$149 Everything Internet & Phone Bundles.
- (b) To ensure the availability of our services to all eligible customers, if we consider your use of the Included Calls offer is unreasonable, then we may suspend your access to that or any other promotion or offer immediately and without notice to you. We will then charge you our standard rates for your use of the service (as set out below).
- (c) Please note that our right to suspend or cancel the value added service without notice to you under this clause overrides any requirement we may have to give you notice in other parts of the agreement.
- (d) Without limiting the meaning of 'unreasonable', we:
  - (i) supply the Local, Long Distance & Mobile Call service to you for the purpose of you making standard telephone calls, but not for the purposes of re-sale, re-supply or commercial exploitation. We consider your use of the Local Call, Long Distance Call and Mobile Calls to be unreasonable if you make calls on our network for the purpose of re-sale, re-supply or commercial exploitation, without obtaining our written consent first. We may give or withhold our consent, or make our consent subject to conditions, in our discretion.
  - (ii) also consider your use of the Local Call, Long Distance Call and Mobile Calls to be unreasonable if:
    - (A) your usage of the value added service affects other customers' access to the network; or
    - (B) you set up switch devices which have the effect of potentially keeping a line open for hours and limiting the ability for other customers to access the network.
- (e) Excess call rates are charged:
  - (A) if you exceed the following quotas on each plan
    - (i) \$89 Local: 300 Local Calls.
    - (ii) \$99 Local & LD: 300 Local Calls and/or 1000 minutes of STD calls
    - (iii) \$149 Plan: 500 total minutes of Local, Long Distance & Mobile calls.
  - (B) at excess charges as follows:
    - (i) Local Calls: 20 cents per call
    - (ii) Long Distance Calls: 70 cents per call
    - (iii) Mobile Calls: 29 cents per minute