



# Welcome aboard MATE!

Here's a little bit of extra information to get you started!

This little quick start guide will give you a bit of information about what to expect and how we do things around here!

Got any more questions? Live Chat with us at [letsbemates.com.au](https://letsbemates.com.au), email us at [support@letsbemates.com.au](mailto:support@letsbemates.com.au) or give us a buzz on 13 14 13.

## What happens now?

### Order progress and timeframes

Payment for your order will be processed within the next business day on the credit or debit card you provided on sign-up.

Before we order your service, we either process the modem fee (if you opted to purchase our modem) or your first month plan fee upfront (if you opted to you use your own modem).

Don't stress mate, your billing cycle will not commence until your service is active. As your order progresses, updates will be sent to you via both SMS and email.

### How fast can I get connected?

The time it takes to get you connected to the nbn™ will vary based on how the nbn™ is delivered to your home and if nbn™ has previously been connected at your address before.

If nbn™ has never been connected to your property before, the usual time frames to obtain an activation appointment can vary from up to nine (9) business days to up to 19 business days.

This can vary and can be quicker or take longer depending on the workload of the nbn™ technicians in your area and your properties nbn™ readiness. We always request the first available activation appointment when we place your order, unless you request otherwise.

If nbn™ has already been connected at your premises, then the likelihood is that we'll be able to activate your service within 1-3 business days once we have processed payment for your order.

Please note that this is not always the case as it is dependant on required equipment being at your premises, the type of nbn™ technology rolled out at your home, and a number of other factors.

## Do I need to be home for installation of the nbn™ ?

If you are allocated a site appointment, you, or someone over the age of 18, need to be there for the allocated four-hour time slot of the appointment to let the installer in and agree where any required nbn™ equipment should be located. You do have the right to have a say in where the equipment is located in your home, as long as it works in that location based on an nbn™ standard installation.

If you are allocated an exchange or remote activation, you are not required to be home as this connection is activated outside of your premises. We'll send you an email and SMS once everything is ready to go!

## What if my nbn™ installation appointment goes wrong?

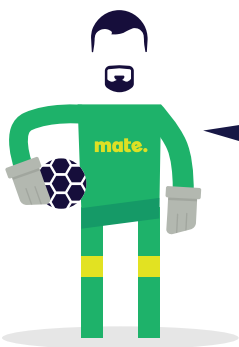
From time to time issues outside of our control take place. These might be weather conditions that prevent nbn™ technicians completing work or that the technician assigned to your appointment is caught up with a previous appointment, or many others.

Normally, you will know before us if your appointment goes wrong. We will be notified by nbn sometimes up to 48 hours later.

If we have to reschedule your nbn™ appointment, we work hard to get the next available appointment in the nbn calendar.

Sometimes, this may be a week or two away from your original appointment time. Below are a few things to be aware of:

- ✓ Please wait until after your scheduled appointment time (e.g after 12 pm or after 5 pm) to let us know that something's gone wrong, as we need to await confirmation from nbn™- it may be that their technician is running late. We do not have direct contact details for nbn™ technicians;
- ✓ Remember, an exchange activation does not require a technician at your house, so you will not see the technician;
- ✓ If the issue is at your end and you do need to reschedule your appointment, drop an email to [support@letsbemates.com.au](mailto:support@letsbemates.com.au), Live Chat with us online, or [call us on 13 14 13](tel:131413) and press "2" for support;
- ✓ Please be patient - it normally takes nbn™ up to 48 hours to let us know what is happening. We will keep you updated throughout the process.



## Other things you should know

### How can I contact you?

Our operating hours are from 8.30AM – 7.00PM Monday – Saturday. You can Live Chat with us at [letsbemates.com.au](https://letsbemates.com.au), email us at [support@letsbemates.com.au](mailto:support@letsbemates.com.au) or [call us on 13 14 13](tel:131413) and press "2 for support.

If you call our 13 14 13 during our operating hours and all of our representatives are on the phone, you can leave a voicemail and we then return your call ASAP. We aim to return all customer service calls within one (1) hour, however, in busy/peak periods call back times may be longer.

We believe this system is the best method of responding to all enquiries as quickly and efficiently as possible. This also negates the need for you to wait on hold for excessive amounts of time.

## **Do you have an online portal?**

Yes, you can access your MATE account online using our self-care portal. This will generally be available within 24 - 48 hours of your order being processed.

The MATE self-care portal provides some of the following functions:

- Update your payment details;
- See a full history of your invoices and payments;
- Update your email address;
- Make manual payments on your account

Login details for the portal will be emailed to you once you receive your service details.

## **Do I need to cancel any services with my previous provider?**

Generally, in most cases you will need to cancel with your previous provider. In some cases, we will transfer the service, however, it's always best to confirm with us first before cancelling with your previous provider to avoid any issues.

Before cancelling anything, we recommend waiting until your service is active with us to do so, especially if you are porting an nbn Phone service to us.

## **How does the billing cycle work?**

We utilise anniversary billing, so your bill cycle is the date that your Internet service is activated. This is the day you receive your activation SMS and email, not the day that you start using the service.

For example, if a service is activated on the 19th of the month, then your bill cycle is the 19th of every month and the billing period would run from 19th of the month you were activated until the 18th of the following month.

All plans are billed in advance, so the payment due date is due 14 days from your invoice issue date/bill cycle date - essentially, payment for a month of service is processed mid-way through your billing month.

## **When do I receive my bill and when is my payment due?**

Your invoice issue date will be shown on the first page of your invoice once your account is active. Please note that your payment due date is NOT your invoice issue date/bill cycle date.

All plans are billed in advance, and the payment due date is due 14 days from your invoice issue date/bill cycle date.

## **Can I change my billing anniversary date?**

No. Once your account is activated, it is not possible to change the billing cycle or the automatic payment date.

## How do I update or change my direct debit or credit card account details?

This can be done in two ways:

1. Log into our online self-care portal and click "UPDATE CREDIT CARD"
2. Contact our support team on 13 14 13 (press "2" for support) to update your credit or debit card details.

## Can I make a manual payment?

Yes, this can be done in three ways:

1. Log into our online self-care portal and click "PAY NOW" to make a manual payment;
2. Request our billing team to reprocess payment by emailing [support@letsbemates.com.au](mailto:support@letsbemates.com.au);
3. Contact our support team on 13 14 13 (press "2" for support) and make a payment over the phone.

## I'm having trouble paying your bill, what should I do?

If you are having difficulties paying your bill, please contact us via phone or email to discuss a payment arrangement or extension.

## What will happen if I don't pay my bill on time?

If our automatic direct debit payment is declined for whatever reason and you have not contacted us previously to organise a payment arrangement or extension, then you will be notified that your account is overdue via SMS and email.

Our billing system will automatically try and process payment on your account if the initial direct debit payment has been unsuccessful. Our system will attempt to process payment 4 days after the initial decline. If this is also unsuccessful, it will try again a second time, 4 days later.

If payment is not rectified, eventually your service may be suspended or even disconnected but we provide continuous reminders and provide a fair amount of time to rectify the payment.

If your service has already been suspended due to non-payment, we will require payment to remove any restrictions.

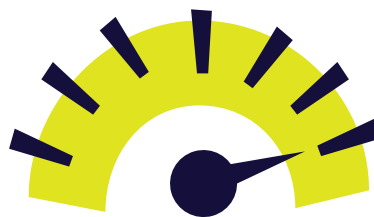
## Can I set up direct debit on my account?

Your account is automatically setup for direct debit via credit/debit card (Visa, Mastercard or AMEX) when you sign up. This is the only payment method we offer.

We do not offer payment methods through bank accounts or BPay.



**no contracts**



**always unlimited data**



**all aussie service**