



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, email us at 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 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.

Are there any setup fees for an adsl service?

We do not charge a setup fee to connect an adsl service. However, depending on the situation, there may be a line connection fee passed through directly by Telstra, which will vary from \$59.00 for a remote re-connection, \$99.00 for a reconnection requiring a Telstra technician visit and \$240.00 for a new line connection, also requiring a technician visit. These connection fees are passed on directly by Telstra and are not charged by MATE.

How long does an adsl connection take?

Our goal is to have your service connected as soon as possible, but connection timeframes depend on a number of factors, most of them outside of our control.

If you currently have an active adsl service on the Telstra network at your address with another provider, we can generally churn (transfer) this service to us within 3 - 6 business days.

If you do not have an active adsl service and require the reconnection of a Telstra telephone line, the time frames in which we aim to connect your service are specified below:

adsl with remote in-place connection (\$59.00 line activation fee)

We will aim to supply the standard telephone service and adsl service within five (5) to ten (10) business days;

adsl with in-place connection requiring Telstra technician visit (\$99.00 line activation fee)

We will aim to supply the standard telephone service and adsl service within one (1) to two (2) weeks;

adsl with new line connection requiring Telstra technician visit (\$240.00 line connection fee)

We will aim to supply the standard telephone service and adsl service within 20 business days (1 month).

Can I keep my phone number if switching my adsl service?

If your current adsl service is on the Telstra network, we can transfer (churn) your existing service and retain your existing phone number. This is only the case where you are keeping the service at the same address.

We deliver all adsl services over the Telstra network. We are unable to deliver our adsl services on networks other than the Telstra network.

We are unable to retain your existing phone number if this phone number is not on the Telstra network. For example, if your phone number is on the Optus network or the TPG network, you can't keep your phone number and we can't transfer (churn) your service.

Will I get a technician to come and set up my adsl?

Unless you require a new line connection or a line reconnection with a technician visit, all adsl services are activated remotely - this means that a technician can't come out to set up your modem or connect any of your devices.

If you require such assistance, we would recommend contacting Mr Telco (www.mrtelco.com.au) and they can organise for a professional to come out and set up your service.



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, email us at support@letsbemates.com.au or call us on 13 14 13.

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 our self-care portal will be emailed to you once you receive your service details.

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

If you are churning (transferring) an existing ADSL service to us, you generally do not need to cancel the service with your previous provider. Once our service is active, the service should be automatically be cancelled with your previous provider as they will receive a "loss" for your service.

If you have opted for a bundle service, the landline number gets transferred to us after the ADSL service. This takes an extra few days after the ADSL service has been activated. Cancelling with your previous provider before this happens can result in your line being disconnected and the service being cut off. We advise to check with us once your service is active before calling your previous provider to cancel - this will ensure the line is fully transferred across to us to avoid any issues.

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;
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 set up 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.

