

about our adsl plan

MATE Communicate's adsl plan delivers a residential grade broadband internet service over the Telstra network to the network boundary point (NBP) of your premises. This adsl plan is for consumer/residential use only.

adsl plan pricing

adsl plan	monthly data	minimum charge	minimum term	adsl phone charges
city mates adsl bundle	Unlimited	\$69.00	1 month	Local & National Calls: Included Mobile Calls: 40c per minute 13/1300 Calls: 50c per call International Calls: Various rates
country mates adsl bundle	Unlimited	\$99.00	1 month	Local & National Calls: Included Mobile Calls: 40c per minute 13/1300 Calls: 50c per call International Calls: Various rates
city mates adsl standalone	Unlimited	\$49.00* <small>*Does not include phone line rental (required)</small>	1 month	N/A
country mates adsl standalone	Unlimited	\$59.00* <small>*Does not include phone line rental (required)</small>	1 month	N/A

adsl plan inclusions and requirements

MATE Communicate's adsl plan includes an unlimited monthly data allowance with no shaping. adsl + phone bundle plans add a PSTN telephone service with unlimited calls to local and national phone numbers. MATE Communicate's adsl plan does not include a modem (available as an option) or an email address. adsl + phone bundle plans do not include calls to mobiles, calls to 13/1300 numbers or calls to international telephone numbers. adsl standalone plans do not include phone line rental (required). Standalone adsl plans require you to be paying for existing phone line rental with another provider (i.e. Telstra). You would then effectively pay two separate bills, one for the phone line with your current provider, and one for the adsl with MATE Communicate. If you are not paying line rental already with another provider, then you are not eligible for an adsl standalone plan and will be required to select an adsl Bundle plan. By signing up with MATE Communicate to an adsl bundle plan, you agree to waive your rights under the CSG as outlined in the [CSG waiver](#).

Use of MATE Communicate's adsl plan requires a compatible modem/router. It is your responsibility to configure a BYO modem/router and MATE Communicate offers limited support for BYO modem configuration. MATE Communicate can supply a [NetComm NF18ACV](#) adsl compatible modem with pre-configured settings (plug and play) for **\$149.00** (includes delivery). Once purchased, this modem is non-refundable, other than in accordance with your rights under the Australian Consumer Law.

MATE Communicate does not support any equipment or wiring at your premises beyond the network boundary point. MATE Communicate bears no responsibility for any equipment or services at your premises that may be impacted when connecting an adsl plan. MATE Communicate does not offer priority assistance. If your fixed line telephone service is disconnected, your adsl service will also be disconnected (and your service may be terminated).

adsl billing, early termination and cancellation policy

All adsl plans are billed in advance via anniversary billing. For example, if your adsl service is activated on the 5th of the month, your bill cycle commences on the 5th of the month and will cover the full month from the 5th to the 4th of the following month. Before we order your adsl service we process the modem fee (if you opt to purchase our modem) or the first month's plan fee (if you opt to BYO modem) upfront and in advance. There is no early termination fee (ETF) charged if you cancel your adsl service. No pro-rata credits or refunds are offered for cancelled accounts. If your billing anniversary date is the 5th of the month and you cancel your service on the 10th of the month, no refund for the unused days of your current billing month apply. If you place an order for an adsl plan and cancel the order due to change of mind, no refund will be provided once you have received notification that payment has been processed.

This product is a month-to-month service. You will be billed on a recurring monthly basis until you notify us that you wish to

cancel. Monthly invoices are issued via email only. All adsl plans are payable by direct debit via credit card or credit debit card only - Visa, MasterCard and American Express (AMEX). A 2.85% surcharge will apply for all AMEX transactions. A \$22.00 late payment fee will be charged if payment is not made within nine (9) days from the payment date on your invoice. The payment date is 14 days from the invoice issue date.

adsl availability, connection charges and timeframes

MATE Communicate's adsl service may not be available in all areas or premises and there may be technical or commercial reasons that affect our ability to connect adsl at your address. Please contact our team for availability on 1300 876 283 or support@letsbemates.com.au. All MATE Communicate adsl plans require an active phone line to operate. A standard Telstra connection fee will apply to connect your telephone phone service if this is currently inactive:

- Existing telephone line without a Telstra technician visit: **\$59.00;**
- Existing telephone line with a Telstra technician visit: **\$99.00;**
- New telephone line connection: **\$240.00** with a Telstra technician visit and cabling work (upfront payment required).

Telstra may pass through charges on an adsl bundle plan for services such as Calling Number Display, MessageBank, Silent Number and Handset Rental etc. These charges are direct pass-through charges from Telstra and are liable to be paid as part of your adsl plan. If there has been a previous working Telstra fixed line phone service at your property and we can reconnect it without having to visit your property, the local telephone exchange or anywhere in between, then we aim to connect the service within six (6) business days of your request. If this isn't possible, then we aim to connect your service within fifteen (15) business days, depending on your location. MATE Communicate delivers all adsl services over the Telstra network. We are unable to deliver our adsl services on networks other than the Telstra network. MATE Communicate is unable to retain your existing PSTN number if transferring from a network other than the Telstra network.

MATE Communicate will supply the best available adsl service to your premises on the Telstra network. If adsl2+ is not available, MATE Communicate will order an adsl1 service. MATE Communicate makes no guarantees that adsl2+ is available. MATE Communicate has no responsibility to inform you whether the service is adsl2+ or adsl1 in the ordering process as we simply provision the best possible service available. There is no price difference between an adsl2+ service and an adsl1 service.

adsl speeds, throughput and plan changes

MATE Communicate's adsl plan can provide download speeds

up to a theoretical maximum of 20Mbps to eligible customers in selected areas and up to 8Mbps in many other areas but average speeds will be lower. The download speeds stated for each adsl plan are the maximum that each type of link can deliver and will rarely be achieved by any user for all sorts of reasons. MATE Communicate makes no guarantees on the actual speeds that will be achieved as we rely on our suppliers to ensure services are provisioned to deliver optimum speeds at all times. Speeds experiences will be affected by internal and external factors including the type of content being downloaded, the connection method within the premises (wireless or fixed), your network, operating system, hardware, software, the number of individual end-users using the service at the same time, the source of the content being downloaded and network contention or congestion in any of our supplier's networks.

Speeds achieved on adsl services can only be confirmed once a service is activated and depend on the maximum line sync rate of physical infrastructure connected to your premises which MATE Communicate has no control over. adsl services delivered over the Telstra network adsl have a minimum requirement of 1.5Mbps download.

adsl consumer compensation

Consumers are entitled to any compensation applicable in relation to service faults or outages where the fault lies with adsl. Compensation is awarded from when a fault is first logged with adsl to when the carrier advises that they have repaired a fault on their side of the connection, or up to the first appointment issued by the carrier if this appointment is rescheduled. The amount of compensation applicable is based on the number of days it has taken the carrier to resolve the issue and the applicable plan fee. For example: If a customer is on a \$69.00 adsl plan and logs a fault with the carrier on 1/1/18 and the fault is resolved on 6/1/18 (or the first appointment is issued on this date), the customer will be provided with a credit of 5 days (\$11.50) to their account. Compensation is not awarded if a fault or service disruption is deemed to be outside the NBP or an internal issue such as customer premise equipment (i.e. modem, internal wiring, phone socket etc.) By signing up to an adsl plan you accept that we do not offer any compensation from any business losses you incur due to a fault on your adsl service. We do not provide compensation for interim services such as mobile data charges.

contact us

You can contact us via email at support@letsbemates.com.au, live chat with one of our friendly, local customer care team at www.letsbemates.com.au, or phone us on 1300 876 283 between 8:30am to 7:00pm Monday to Saturday. If you have any concerns or complaints, you can access our [Complaint Handling Policy](#). You can also contact the Telecommunications Industry Ombudsman at www.tio.com.au.