

## Information about the service

Here's a quick summary of your **MATE mobile plan**. It covers things like the inclusions and how much it costs each month.

This is a residential grade, SIM-only, post-paid mobile phone service, which gives you access to part of Telstra's 4G and 3G mobile network, a mobile phone number, and lets you make and receive calls, send and receive messages, and have access to mobile data within Australia.

## Information about pricing

The minimum monthly charge will vary depending on one of the four available plans selected:

mobile plan	minimum monthly charge	monthly data inclusion	standard calls, SMS/MMS
good mates	<b>\$15.00*</b>	1GB	Free of charge
great mates	<b>\$29.00*</b>	10GB	Free of charge
best mates	<b>\$39.00*</b>	20GB	Free of charge
soul mates	<b>\$49.00*</b>	30GB	Free of charge

Excess Usage charges apply if you use more than your included data, or make calls, send SMS/MMS to international numbers, satellite numbers and special numbers.

**\*If there is no nbn™ or ADSL MATE Internet service active on your account at the time of billing, the minimum monthly charge will vary as below:**

mobile plan	minimum monthly charge	monthly data inclusion	standard calls, SMS/MMS
good mates	<b>\$29.00</b>	1GB	Free of charge
great mates	<b>\$49.00</b>	10GB	Free of charge
best mates	<b>\$59.00</b>	20GB	Free of charge
soul mates	<b>\$69.00</b>	30GB	Free of charge

## Pricing table

Standard Calls	Free of charge
Standard SMS/MMS	Free of charge
Data	1GB/10GB/20GB/30GB
	If you exceed your monthly included value, you will be charged \$10.00 per 1GB block up to a maximum of five blocks (a total of 5GB/\$50.00). If you exceed your Monthly included value and your maximum of five (5) 1GB blocks, your data will be capped.

A \$10.00 order fee (which includes postage) applies for every mobile order. A mobile order can have a maximum of five (5) SIMs. Each MATE Communicate account is limited to a maximum of five (5) mobile services.

## What's included

### Calls within Australia

With your monthly plan allowance you can make unlimited standard national calls to fixed and mobile numbers within Australia, including unlimited standard SMS and photo MMS, voicemail retrieval, and calls to 1800 and 13xx numbers.

### Mobile data

Unused data expires each month and cannot be used while roaming overseas. You will be sent SMS alerts in near real-time when you reach 50%, 85% and 100% of your Monthly Data allowance.

If you exceed your Monthly included value, you will be charged \$10.00 per 1GB block up to a maximum of five blocks (a total of 5GB/\$50.00). If you exceed your Monthly included value and your maximum of five 1GB blocks, your data will be capped and no more mobile data will be available until you roll over into the next billing month.

## What's not included

Your unlimited included value cannot be used for making calls and sending SMS/MMS to international numbers, video MMS, calls to satellite numbers, and other assistance and special numbers. These will incur excess usage charges to your monthly bill. Calls and SMS/MMS to premium numbers (e.g. 19xx numbers), Sensis calls or other content charges (including third party charges) are barred.

Your monthly included call and data value do not include usage while you are overseas. **International roaming is NOT available on this service, so you will not be able to use this service when travelling overseas.**

Your MATE mobile plan does NOT include a mobile phone handset. It is your responsibility to ensure that your device is not network locked and is compatible with this service. MATE Communicate takes no responsibility if your handset is locked or is incompatible with this service. Please note that Telstra Pre Paid handsets locked to Telstra will NOT work with this service unless unlocked.

## Billing, early termination and payments

The first invoice with your mobile service is likely to have additional pro-rata charges. For example, if there is an active nbn™ or ADSL service on the account and your bill cycle is the 5th of every month, and the mobile service is added on the 10th of the month, a pro-rata charge from the 10th – 4th plus a month in advance will be charged on the first bill.

There is no Early Termination Fee (ETF) and the minimum term is one month. This service can be cancelled at any time. The amount owing for a cancelled service will be the cost of any usage incurred up until the time of cancellation plus the minimum monthly charge. No pro-rata credits or refunds are offered for cancelled accounts.

If you place an order for an mobile plan and cancel the order, no refund will be provided once you have received notification that the SIM card has been shipped.

This 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 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.

## Porting your mobile number

If you are porting in a mobile service, in accordance with Clause 3.6.2 of the MNP industry code: Subject to Clause 3.6.3, the Losing Mobile Carrier must meet the end to end performance level of completing 90% of Ports within three (3) Standard Hours of Operation and 99% of Ports within two (2) Business Days.

## Other information

If you have any questions, we encourage you to contact us on **1300 876 283** or [support@letsbemates.com.au](mailto:support@letsbemates.com.au).

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. For full contact information, visit: [www.tio.com.au/about-us/contact-us](http://www.tio.com.au/about-us/contact-us)