

# 1-month money-back guarantee

Terms and conditions - valid from 1 September 2023

**mate.**  
internet ♥ mobile

**1. MATE 1-month money back guarantee means that if you are not completely satisfied with your MATE nbn service during the first month of connection, and you cancel the service within that period, we will provide a full refund of your plan fee.**

**To initiate a full refund during the 1-month trial period, you are required to let us know by contacting our support team via phone on 13 14 13. Please ensure that you do so within one month of your service being activated and before your subsequent bill cycle date.**

(a) 1-month money back guarantee refunds will only include any applicable pre-paid nbn plan fee made during the sign-up process, or any plan fee billed as part of the first month's invoice;

(b) The refund excludes any modem charge. Once purchased, the modem is non-refundable, other than in accordance with your rights under the Australian Consumer Law;

(c) The refund excludes any nbn New Development Fee charge or nbn New Copper Pair charge. These are charges passed through from nbn and can't be refunded;

(d) The refund excludes any additional charges/usage outside the base monthly plan fee, such as any calls to 13/1300 or international numbers made on an nbn home phone (VoIP) service;

(e) Refunds will be made to the original credit or debit card used during the sign-up process only. Refunds cannot be substituted by cash or refunded using any other payment method;

(f) The 1-month money back guarantee time will commence from the day that your nbn service is activated on the network - this is when you will receive an email and SMS to confirm service activation. Please note that this is NOT 1 month after you plug in the modem. Refund requests received after 1 month from activation (on or after your subsequent bill cycle date) will not be processed under any circumstances;

(g) The 1-month money-back guarantee is only applicable to new MATE nbn customers connecting for the first time. Properties previously connected with MATE are not eligible for this offer;

(h) The 1-month money-back guarantee does not apply to mobile or nbn home phone (VoIP) services;

(i) The 1-month money back guarantee offer is strictly not available in conjunction with any other offer or promotion; j. This offer is subject to change without notice and this promotion can cease at any time.

