

20OFF promotion

terms and conditions

1. This is a special promotion made in accordance with clause 63 of the Mate Customer Terms and is offered only to Eligible Persons who enter into a Customer Contract with Mate and make an application for a broadband service delivered over the nbn in accordance with clause 22 and Part D of the Mate Customer Terms during the Promotional Period.

2. Capitalised terms unless otherwise defined in the Special Promotion Dictionary of this special promotion at clause 4 below, have the meaning set out in the Mate Customer Terms.

3. If:

(a) during the Promotional Period (see below for definition) – you sign up online for an nbn New Service (see below for definition);

(b) during sign up – you enter 20OFF as your promotional code;

(c) between the start of the Promotional Period and the end of the first billing month of your nbn New Service – you don't cancel the nbn New Service or any other nbn Service (see Mate Customer Terms for definition) we supply to you; and

(d) for the first six billing months of your nbn New Service – you otherwise comply with the Mate Customer Terms –

then we will credit the invoice for the your nbn New Service with \$20 (inclusive of GST) for each of its first six billing months (**Promotional Credit**). Normal charges apply after that, and the credit is not transferable or redeemable for cash or other benefit.

4. Special Promotion Dictionary:

Eligible Person means a person during the Promotional Period that either:

(a) did not have a contractual relationship on or before the commencement of the Promotional Period; or

(b) did have a contractual relationship with Mate on or before the Promotional Period, but has entered into an agreement with Mate for the supply of a new distinct Service at a new location with the intention of keeping all Services active for no less than 30 days.

nbn New Service means an nbn Service that we supply to you at a Service Address (see Mate Customer Terms for definition) at which we have never previously supplied an nbn Service to you.

Promotional Period means from midnight AEDT at the start of 1 May 2023 until midnight AEDT at the end of 31 December 2023. We reserve the right to vary that period.

Service means a Service as defined and supplied in accordance with Part D of the Mate Customer Terms and the Mate Customer Terms generally.