

refer a friend credit

To refer a friend you just need to advise the person signing up to do the following:

- If they are signing up with a MATE sales agent over the phone, tell the agent your existing account name and MATE code/account number as a referral. For both online and phone sales, the customer referral details must be left at the time of the order – these **cannot** be added at a later date once the order has been submitted under any circumstances;
- If they are signing up online, from the “how did you hear about us” section, choose the option “customer referral”. Then fill in “referral customer name” & “referral account number” section with your existing account name and MATE code/account number as a referral;

terms and conditions

1. Defined terms in this document are capitalized and their meaning is set out in the Mate Customer Terms unless specified here.
2. We offer to apply a Referral Credit to Your next Bill when You refer a person to Us in accordance with the terms and conditions set out in this document (**Referral Agreement**).
3. The Referral Agreement is a separate contract from your Contract and its terms are not incorporated into or collateral to the Mate Customer Terms.
4. The Referral Agreement is not a contract for the supply of telecommunications services or products.
5. A person becomes a Referred Customer when:
 - a. The person advises us before entering into a Contract with Us of Your account number with Us; and
 - b. We commence providing that person a Service in accordance with clause 25 of the Mate Customer Terms.
6. It is a condition precedent of the Referral Agreement that:
 - a. You are in a Contract with Us and are not in breach of the Contract;
 - b. You did not enter into that Contract in connection with any referral agreement except for this agreement; and
 - c. The person seeking to become a Referred Customer is not making an application to enter into a Contract with Us which includes terms for a Special Promotion.
7. The Referral Credit is defined as:
 - a. The sum of \$50.00 per Referred Customer who acquires one or more fixed line or fixed wireless broadband services as set out in Part D or Part E of the Mate Customer Terms; or
 - b. The sum of \$25.00 per Referred Customer who acquires one or more cellular mobile services as set out in Part F of the Mate Customer Terms.

The Referral Credit is not provided when a service is added to an existing MATE account.

8. The rights under the Referral Agreement are not assignable, transferable or convertible to cash or other consideration.
9. If a Referred Customer terminates their Contract within 31 days of becoming a Referred Customer, You agree that We may place a debit equal to the amount of the Referral Credit on Your next Bill for the Referral Credit previously applied to Your Bill.
10. This Referral Agreement comes to an end 31 days after a person becomes a Referred Customer.
11. This Referral Agreement represents the entire agreement and understanding between You and Us.
12. We each release each other and hold each other harmless from any breach, loss, damages or any other Claim arising out of or in connection with the Referral Agreement except for the rights and obligations to credit and/or debit the Referral Credit.