

## MATE + TIDAL music offer

### terms and conditions

1. You will receive a minimum 12-month TIDAL HiFi music subscription voucher code (valued at AU\$11.99 per month) upon activation that will be renewed on an opt-in basis provided you remain active on an eligible MATE mobile plan. This offer ends on 7 November 2022.
2. If you downgrade to a non-eligible MATE mobile plan or cancel your MATE mobile plan, any associated active TIDAL music subscription code will be cancelled within 24 hours.
3. The TIDAL music subscription code provided is for the TIDAL HiFi service ONLY (valued at AU\$11.99) per month. Any changes made to the TIDAL subscription tier - upgrading to Family or HiFi Plus - voids this agreement and will result in the cancellation of the subscription code provided.
4. The TIDAL HiFi music subscription voucher code provided by MATE as part of this offer is not transferrable under any circumstances.
5. The TIDAL HiFi music subscription voucher code provided by MATE as part of this offer can not be re-issued by MATE under any circumstances.
6. MATE plan inclusions and offers are subject to change at any time and the offer will end on 7 November 2022. The MATE + TIDAL music offer is not available in conjunction with any other offer or promotion.

#### a. How long does my TIDAL HiFi music subscription voucher code last?

If you opt-in for the MATE + TIDAL music offer, upon the activation of an eligible mobile plan, you will receive a voucher code that will provide a minimum 12-month TIDAL HiFi music subscription (valued at AU\$11.99 per month).

The voucher code will be renewed provided you:

- i) opt-in for the code to be renewed at the time of renewal, and;
- ii) remain active on an eligible MATE mobile plan.

#### c. What are the eligible MATE mobile plans?

A minimum 12-month TIDAL HiFi music subscription voucher code is provided on an opt-in basis on the **better mates 22GB**, **great mates 32GB**, **best mates 42GB**, **soul mates 60GB 5G** and **elite mates 100GB** mobile plans only.

#### d. How do I redeem the TIDAL HiFi music subscription code?

The TIDAL HiFi music subscription voucher code can be redeemed directly through TIDAL. [You can find more information about this process here.](#)

#### e. I already have an active TIDAL subscription, can I use my existing TIDAL account with the MATE voucher?

Yes. If you already have a TIDAL account, redeeming your voucher code is a simple, three-step process. [You can find more information about this process here](#), under "How to redeem your TIDAL voucher for existing TIDAL accounts".

#### f. I have an issue with my TIDAL service or music subscription code, where do I go?

For any support with TIDAL or activating a TIDAL voucher code, please visit the [TIDAL support page](#).