

### information about the service

adsl plan	minimum monthly charge	included monthly data	minimum term
city mates adsl + home phone	\$69.00	Unlimited	1 month

**The offer includes:** An adsl broadband internet service for residential use.

**The offer is a bundle of services:** Yes.

**The offer includes:** A bundled fixed line telephone service (PSTN).

**The offer requires mandatory purchase of Telecommunications goods from us:** No.

Use of MATE's adsl plan requires a compatible modem/router. MATE can supply a [NetComm NF18ACV](#) modem for \$149.00 (includes delivery). Once purchased, this modem is non-refundable, other than in accordance with your rights under the Australian Consumer Law.

**Available minimum term:** 1 month

**Included data allowance:** Unlimited

**Exclusions:** MATE does not support any equipment or wiring at your premises beyond the network boundary point. MATE does not offer priority assistance. If your fixed line telephone service is disconnected, your adsl service will also be disconnected (and your service may be terminated).

**Important conditions:** MATE's adsl service may not be available in all areas or premises and there may be technical or commercial reasons that affect our ability to connect adsl at your address. Please contact our team for availability on 13 14 13 or [support@letsbemates.com.au](mailto:support@letsbemates.com.au). All MATE adsl plans require an active fixed line telephone service to operate.

**Important limitations:** MATE's adsl plan can provide download speeds up to a theoretical maximum of 20Mbps to eligible customers in selected areas and up to 8Mbps in many other areas but average speeds will be lower. MATE delivers all adsl services over the Telstra network.

### information about pricing

**The minimum monthly charge is:** \$69.00 (all prices include GST).

A \$10.00 discount will be applied each month if there is an eligible SIM-only mobile service(s) on the account at the time of billing. If the eligible SIM-only mobile service(s) on the account is ported away to another provider or disconnected, and no active SIM-only mobile service(s) remain on the account, the discount ceases and the plan reverts to the standard monthly price. Excludes \$15.00 1GB mobile plan.

**The total (minimum) cost over the plan term of 1 months is:** \$69.00 plus any applicable connection fees for your particular situation and any calls made outside of your included allowance.

**Early termination charges:** \$0 (Not applicable).

**Setup charges:** A standard Telstra connection fee will apply to connect your telephone service if this is currently inactive. Existing telephone line without a Telstra technician visit: \$59.00; Existing telephone line with a Telstra technician visit: \$99.00; New telephone line connection: \$240.00 with a Telstra technician visit and cabling work (upfront payment required).

**A two minute national call is:** \$0 (bundled PSTN service includes unlimited local and national calls).

**Additional calls:** 13/1300 calls charged at \$0.50 per call, calls to mobiles charged at \$0.40 per 60 seconds, international calls charged at [various rates](#).

# Critical Information Summary (CIS)

## city mates adsl + home phone bundle

Valid from 16 October 2019 - Information is subject to change without notice

### other information

**Usage:** You can obtain data usage information by visiting our website, clicking “myMATE login” and logging in with your username and password or contact us on 13 14 13 for instructions.

**Terms:** All services are supplied pursuant to our Business Terms.

**Customer service contact details:** You can contact us via email at [support@letsbemates.com.au](mailto:support@letsbemates.com.au), live chat with one of our friendly, local customer care team at [www.letsbemates.com.au](http://www.letsbemates.com.au), or phone us on 13 14 13 between 8:30am to 7:00pm Monday to Saturday.

**Complaints process:** You can make a complaint in writing or by calling us and following the process outlined in our [Complaint Handling Policy](#) on our website listed under ‘Important Stuff’. The policy explains how you can make a complaint and how your complaint will be addressed. You can make a complaint by emailing [support@letsbemates.com.au](mailto:support@letsbemates.com.au) or calling 13 14 13 and specifically stating you want to make a complaint.

**Telecommunications Industry Ombudsman:** The Telecommunications Industry Ombudsman (TIO) is a private company that makes money through providing an alternate dispute resolution service to assist consumers and service providers resolve disputes. You can contact the Telecommunications Industry Ombudsman at [www.tio.com.au](http://www.tio.com.au) or on 1800 046 686.

**More information about Broadband services:** You can get educational information about broadband technologies by [clicking here](#).