

Information about the service

The offer includes: A SIM-only, post-paid mobile service for residential use.

The offer is a bundle of services: No.

The offer requires mandatory purchase of Telecommunications goods from us: No. Use of MATE's mobile plan requires a compatible, unlocked mobile handset.

Available minimum term: 1 month.

Included data allowance: Varies depending on the plan selected, see below:

<i>mobile plan</i>	<i>monthly data inclusion</i>
good mates	5GB
better mates	15GB
great mates	25GB
best mates	30GB
soul mates	40GB

Inclusions: Unlimited standard national calls to fixed and mobile numbers within Australia, Unlimited standard SMS and photo MMS, Voicemail retrieval, Calls to 1800 and 13xx numbers. Unlimited international calls and SMS to the following 15 countries (China, Germany, Greece, Hong Kong, India, Indonesia, Ireland, Malaysia, New Zealand, Singapore, South Korea, Thailand, United Kingdom, USA, Vietnam) available on better mates (15GB), great mates (25GB), best mates (30GB) and soul mates (40GB) plans.

Exclusions: Making calls and sending SMS/MMS to international numbers outside of the above countries, video MMS, calls to satellite numbers, and other assistance and special numbers, calls and SMS/MMS to premium numbers (e.g. 19xx numbers), Sensis calls or other content charges (including third party charges), international roaming.

Important conditions: You will be sent SMS alerts in near real-time when you reach 50%, 85% and 100% of your Monthly Data allowance. If you exceed your monthly included value (Mobile Data auto top-ups), you will be charged \$10.00 per 1GB block up to a maximum of five blocks (a total of 5GB/\$50.00). If you exceed your Monthly included value and your maximum of five (5) 1GB blocks, your data will be capped and no more mobile data will be available until you roll over into the next billing month.

Data banking: At the end of your monthly billing cycle, any unused data goes into your data bank for use in the next monthly billing cycle. How much data you can bank varies depending on the plan selected, see below:

<i>mobile plan (data included)</i>	<i>maximum data bank allowance</i>
good mates (5GB)	50GB
better mates (15GB)	50GB
great mates (25GB)	100GB
best mates (30GB)	100GB
soul mates (40GB)	100GB

Information about pricing

Minimum monthly charge: Varies depending on the plan selected, see below:

<i>mobile plan (data included)</i>	<i>minimum monthly charge</i>
good mates (5GB)	\$20.00
better mates (15GB)	\$25.00
great mates (25GB)	\$30.00
best mates (30GB)	\$35.00
soul mates (40GB)	\$40.00

The total (minimum) cost of the plan term of 1 months is: Varies depending on the plan selected, see below:

<i>mobile plan (data included)</i>	<i>total minimum cost of the plan term</i>
good mates (5GB)	\$20.00 plus any charges outside your included monthly allowance
better mates (15GB)	\$25.00 plus any charges outside your included monthly allowance
great mates (25GB)	\$30.00 plus any charges outside your included monthly allowance
best mates (30GB)	\$35.00 plus any charges outside your included monthly allowance
soul mates (40GB)	\$40.00 plus any charges outside your included monthly allowance

Early termination charges: \$0 (not applicable).

A two-minute national mobile call is: \$0 (Mobile service includes unlimited calls to local, national and mobile numbers).

Cost of a national SMS is: \$0 (Mobile service includes unlimited national SMS).

Cost of 1MB data in Australia: Varies depending on the plan selected, see below:

<i>mobile plan (data included)</i>	<i>cost of 1MB included data</i>
good mates (5GB)	\$0.0039 per MB
better mates (15GB)	\$0.0016 per MB
great mates (25GB)	\$0.00117 per MB
best mates (30GB)	\$0.00113 per MB
soul mates (40GB)	\$0.00097 per MB

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, live chat with one of our friendly, local customer care team at www.letsbemates.com.au, or phone us on 13 14 13 between 8:30 am to 7:00 pm 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 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 to resolve disputes. You can contact the Telecommunications Industry Ombudsman at www.tio.com.au or on 1800 046 686.

International roaming: Your service is for use in Australia only. You won't be able to use it to make or receive calls or to send messages while you're overseas, or to access mobile data while overseas. We do not offer any international roaming options.

Porting your mobile number: If you are porting in a mobile service, in accordance with Clause 3.6.2 of the MNP industry code: Subject to Clause 3.6.3, the Losing Mobile Carrier must meet the end to end performance level of completing 90% of Ports within three (3) Standard Hours of Operation and 99% of Ports within two (2) Business Days.