

about our nbn™ plan

MATE's nbn™ plan delivers a residential grade broadband internet service over the nbn™ network to the network boundary point (NBP) of your premises. This nbn™ plan is for consumer/residential use only. The line speed of your nbn™ service will be delivered via one of the following plans:

- nbn™ 12 - (Up to 12Mbps download speed / Up to 1Mbps upload speed)
- nbn™ 50 - (Up to 50Mbps download speed / Up to 20Mbps upload speed)
- nbn™ 100 - (Up to 100Mbps download speed / Up to 40Mbps upload speed) #

nbn™ 100 line speed not available on Fixed Wireless

nbn™ plan pricing

nbn™ plan	nbn™ speed	monthly data	minimum charge	minimum term	nbn™ phone charges
good mates	nbn™ 12	Unlimited	\$59.00	1 month	N/A
best mates	nbn™ 50	Unlimited	\$69.00	1 month	N/A
soul mates	nbn™ 100	Unlimited	\$89.00	1 month	N/A
good mates + phone bundle	nbn™ 12	Unlimited	\$68.00	1 month	Local, National, Mobile Calls: Included 13/1300 Calls: 50c per call International Calls: Various rates
best mates + phone bundle	nbn™ 50	Unlimited	\$78.00	1 month	Local, National, Mobile Calls: Included 13/1300 Calls: 50c per call International Calls: Various rates
soul mates + phone bundle	nbn™ 100	Unlimited	\$98.00	1 month	Local, National, Mobile Calls: Included 13/1300 Calls: 50c per call International Calls: Various rates

nbn™ plan inclusions and requirements

MATE's nbn™ plan includes an unlimited monthly data allowance with no shaping. nbn™ + phone bundle plans add a Voice over IP (VoIP) telephone service with unlimited calls to local, national and mobile numbers. MATE's nbn™ plan does not include a modem (available as an option) or an email address. nbn™ + phone bundle plans do not include a VoIP phone device, [calls to international telephone numbers](#), or calls to 13/1300 numbers.

Use of MATE's nbn™ plan requires a compatible modem/router. It is your responsibility to configure a BYO modem/router and MATE offers limited support for BYO modem configuration. nbn™ plans delivered over FTTN/B require a VDSL-compatible modem/router. MATE can supply a [NetComm NF18ACV](#) nbn™ compatible modem with pre-configured settings (plug and play) for \$149.00 (includes delivery). Once purchased, this modem is non-refundable, other than in accordance with your rights under the Australian Consumer Law.

MATE does not support any equipment or wiring at your premises beyond the network boundary point. When you connect to an nbn™ plan, some equipment or services at your premises may be impacted and no longer operate. These include medical devices, alarms, EFTPOS machines, lift emergency phones, email and fax services. MATE bears no responsibility for any equipment or services at your premises that may be impacted when connecting an nbn™ plan. MATE does not offer priority assistance.

nbn™ billing, early termination and cancellation policy

All nbn™ plans are billed in advance via anniversary billing. For example, if your nbn™ service is activated on the 5th of the month, your bill cycle commences on the 5th of the month and will cover the full month from the 5th to the 4th of the following month. Before we order your nbn™ service we process the modem fee (if you opt to purchase our modem) or the first month's plan fee (if you opt to BYO modem) upfront and in advance. There is no early termination fee (ETF) charged if you cancel your nbn™ service. No pro-rata credits or refunds are offered for cancelled accounts. If your billing anniversary date is the 5th of the month and you cancel your service on the 10th of the month, no refund for the unused days of your current billing month apply. If you place an order for an nbn™ plan and cancel the order due to change of mind, no refund will be provided once you have received notification that payment has been processed.

This product is a month-to-month service. You will be billed on a recurring monthly basis until you notify us that you wish to cancel. Monthly invoices are issued via email only. All nbn™ plans are payable by direct debit via credit card or credit debit card only - Visa, MasterCard and American Express (AMEX). A 2.85% surcharge will apply for all AMEX transactions. A \$22.00 late payment fee will be charged if payment is not made within nine (9) days from the payment date on your invoice. The payment date is 14 days from the invoice issue date.

nbn™ availability and connection charges

MATE's nbn™ service may not be available in all areas or premises and there may be technical or commercial reasons that affect our ability to connect nbn™ at your address. Please contact our team for availability on 13 14 13 or support@letsbemates.com.au. nbn™ plans are delivered over multiple network technologies including Fibre to the Premises (FTTP), Fixed Wireless, Fibre to the Node (FTTN), Fibre to the Basement (FTTB), Hybrid Fibre Coaxial (HFC) and Fibre to the Curb (FTTC).

Unless already connected, nbn™ may need to install its equipment in your premises. Standard installations of nbn™ equipment are performed without charge to you. If applicable, an nbn™ Greenfields New Development Charge is \$300.00. This may apply at a premises that is in a newly developed area or building and is not an installation fee, but an activation fee that will apply to the first nbn™ service connected at this premises. If applicable, an nbn™ New Copper Pair charge is \$299.00. This would apply on FTTB/N where an active PSTN/ULL phone line is connected and the FNN/ULL of this active line can't be provided.

nbn™ speeds, throughput and plan changes

The download and upload speeds stated for each nbn™ plan are the maximum that each type of link can deliver and will rarely be achieved by any user for all sorts of reasons. MATE makes no guarantees on the actual speeds that will be achieved as we rely on our suppliers to ensure services are provisioned to deliver optimum speeds at all times. Speeds experiences will be affected by internal and external factors including the type of content being downloaded, the connection method within the premises (wireless or fixed), your network, operating system, hardware, software, the number of individual end-users using the service at the same time, the source of the content being downloaded and network contention or congestion in any of our supplier's networks.

Speeds achieved on FTTN/B nbn™ services can only be confirmed once a service is activated and depend on the maximum line sync rate of physical infrastructure connected to your premises. Services delivered over FTTN/B may not be able to obtain typical plan speeds. Speeds achieved on Fixed Wireless nbn™ services can only be confirmed once a service is activated and depend on the distance to the closest cell tower and various environmental factors surrounding a premises. Services delivered over Fixed Wireless may not be able to obtain typical plan speeds and do not have a minimum requirement for speed. All requests to change the line speed of an nbn™ plan are free. Plan change requests can only be actioned before the start of the next bill cycle and you may only request to change your nbn™ plan once per bill cycle.

nbn™ phone bundle plans

MATE's nbn™ bundle plans include a Voice over IP (VoIP) telephone service. This service is for residential/consumer use only. This service will not work if there is an interruption to your internet connection and will not work in the event of a power outage. This includes dialling emergency numbers. This nbn™

phone service is not suitable for people with life threatening medical conditions that require priority assistance.

If you require an existing telephone number to be ported to an nbn™ phone service, please note that it can take up to six (6) weeks for the port to be completed. The port will only commence once your nbn™ Internet service is activated. You must keep your existing telephone service active with your current provider until the port is completed. It is your responsibility to keep your existing phone number active and MATE is unable to port an inactive phone service. **If your premises is serviced by nbn™ FTTC, it is NOT possible to retain an existing PSTN phone number as nbn™ does not enable voiceband continuity. The PSTN line is disconnected automatically at the exchange once the nbn™ FTTC service is activated.** Please be advised that we can only offer our nbn™ bundle plans if customers waive their rights under the Customer Service Guarantee (CSG). By signing up with MATE to an nbn™ bundle plan, you agree to waive your rights under the CSG as outlined in the [CSG waiver](#).

nbn™ consumer compensation

Consumers are entitled to any compensation applicable in relation to service faults or outages where the fault lies with nbn™. Compensation is awarded from when a fault is first logged with nbn™ to when the carrier advises that they have repaired a fault on their side of the connection, or up to the first appointment issued by the carrier if this appointment is rescheduled. The amount of compensation applicable is based on the number of days it has taken the carrier to resolve the issue and the applicable plan fee. For example: If a customer is on a \$69.00 nbn™ plan and logs a fault with nbn™ on 1/1/18 and the fault is resolved on 6/1/18 (or the first appointment is issued on this date), the customer will be provided with a credit of 5 days (\$11.50) to their account. Compensation is not awarded if a fault or service disruption is deemed to be outside the NBP or is an internal issue such as customer premise equipment (i.e. modem, internal wiring, phone socket etc.) By signing up to an nbn™ plan you accept that we do not offer any compensation from any business losses you incur due to a fault on your nbn™ service. We do not provide compensation for interim services such as mobile data charges.

contact us

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 8:30am to 7:00pm Monday to Saturday. If you have any concerns or complaints, you can access our [Complaint Handling Policy](#). You can also contact the Telecommunications Industry Ombudsman at www.tio.com.au.