

information about the service

nbn™ plan	minimum monthly charge	included monthly data	minimum term	nbn™ line speed
soul mates nbn + home phone	\$88.00	Unlimited	1 month	nbn™ 100 (100 mbps download / 20 mbps upload)

The offer includes: A broadband data service over the nbn™ for residential use.

The offer is a bundle of services: Yes.

The offer includes: A Voice over IP (VoIP) phone service for residential use.

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

Use of MATE's nbn™ plan requires a compatible modem/router. nbn™ plans delivered over FTTN/B require a VDSL-compatible modem/router. MATE can supply a [NetComm NF18ACV](#) nbn™ compatible 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. 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 does not offer priority assistance.

Important limitations: 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. Services delivered over Fixed Wireless may not be able to obtain typical plan speeds. 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.

Important qualifications: 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.

1-month risk-free guarantee: If you are not completely satisfied with your MATE nbn™ service, you are free to cancel within the first month of connection and receive a full refund of your plan fee. If you have purchased a modem from us and return this at your own cost in as-new condition, we will also refund the cost of the modem. For full details, please see the [terms and conditions](#).

information about pricing

The minimum monthly charge is: \$88.00 (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: \$88.00 plus any applicable connection fees for your particular situation and any additional calls outside the included allowance.

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

Critical Information Summary (CIS)

soul mates nbn 100 + home phone bundle

Valid from 1 January 2020 - Information is subject to change without notice

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

Additional calls: 13/1300 calls charged at 50c per call, international calls charged at [various rates](#).

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 8:30am 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 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 or on 1800 046 686.

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