

### information about the service

nbn™ plan	minimum monthly charge	included monthly data	minimum term	nbn™ speed tier
soul mates nbn™ Home Fast & home phone	\$88.00	Unlimited	1 month	nbn™ Home Fast Typical busy period download speed 83Mbps

**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.

**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, but are not limited to, 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 and FTTC nbn™ services can only be confirmed once a service is activated and depend on the maximum line sync rate of the physical infrastructure up to the nbn™ Network Boundary Point. Services delivered over FTTN/B and FTTC may not be able to obtain typical plan speeds.

**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 or if an additional Copper Pair is requested to be connected by you.

### 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 mobile service(s) remain on the account, the discount ceases and the plan reverts to the standard monthly price.

**The total (minimum) cost over the plan term of 1 months is:** \$88.00 plus any applicable connection fees or pro-rata charges for your particular situation and any additional calls outside the included allowance.

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

**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 “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](#).