

1-month risk-free guarantee

terms and conditions

1. MATE 1-month risk-free guarantee means that if you are not completely satisfied with your MATE nbn™ service during the first month of connection, we will provide a full refund of your plan fee.

To initiate a full refund during the 1-month trial period, you are required to let us know by contacting our support team via phone on 13 14 13. Please ensure that you do so within one month of your service being activated and before your subsequent bill cycle date. Your bill cycle date is the day your service is activated on the network.

If you have purchased an nbn-ready modem from us we will refund the cost of this modem in full, provided this is returned in as-new condition. The modem should be returned to us at PO Box 7273 Wetherill Park NSW 2164 at your own expense. On receipt of the modem, we will process a full refund of your nbn™ plan fee and modem charge within three (3) business days.

- a. 1-month risk-free guarantee refunds will only include any applicable pre-paid nbn™ plan fee or modem charge made during the sign-up process, or any plan fee billed as part of the first month's invoice;
- b. The refund excludes any nbn™ New Development Fee charge or nbn™ New Copper Pair charge. These are charges passed through from nbn™ and can't be refunded;
- c. The refund excludes any additional charges/usage outside the base monthly plan fee, such as any calls to 13/1300 or international numbers made on an nbn™ + Phone (VoIP) service;
- d. Refunds will be made to the original credit or debit card used during the sign-up process only. Refunds cannot be substituted by cash or refunded using any other payment method;
- e. Returned modem must be in as-new condition with no damage to the unit. It must be returned with all included cables, power adapter and in the complete and original packaging. Failure to return all parts including all packaging will prevent us from being able to refund the cost of the modem;
- f. Modems received without a meaningful reference will not be accepted. Please ensure you include your MATE code/account number and the account holders full name;
- g. The 1-month risk-free guarantee time will commence from the day that your nbn™ service is activated on the network - this is when you will receive an email and SMS to confirm service activation. Please note that this is NOT 1 month after you plug in the modem. Refund requests received after 1 month from activation (on or after your subsequent bill cycle date) will not be processed under any circumstances;
- h. The 1-month risk-free guarantee is only applicable to new MATE nbn™ customers connecting for the first time. Properties previously connected with MATE are not eligible for this offer;
- i. The 1-month risk-free guarantee does not apply to ADSL or mobile services;
- j. The 1-month risk-free guarantee offer is strictly not available in conjunction with any other offer or promotion;
- k. This offer is subject to change without notice and this promotion can cease at any time.