



MATE Products and Services

Mobile plans

- Telstra MVNO
- 4G services via the Telstra 4G wholesale network
- 5G services via the Telstra full 5G retail network
- 5G covering 75% of the Australian population (up to 250mbps)
- No contract plans starting from \$25 per month
- Unlimited talk + text to standard Aus numbers
- Unlimited talk + text to 15 selected countries (\$30 plan and up)
- Exclusive partner plans available

nbn internet plans

- MATE is connected directly to all nbn POI's
- We make the internet we sell (we don't wholesale from another provider)
- MATE has its own network and corresponding infrastructure
- Unlimited data on all plans
- Plans up to 250mbps (depending on nbn premise technology)
- We support all unlocked nbn compatible hardware on our network
- Bundle internet and save a further \$10 per month
- Home phone service via VoIP available as an add-on with our nbn internet plans.

How can customers sign up to MATE?

It is important to ensure that your customer is using the unique website link you received from your MATE account manager.

If you are unsure, please contact the dealer support team on 1300 952 675.

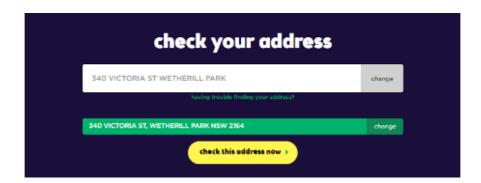




Signing up for nbn internet

Firstly, you will need to enter the address in the bar which says, 'check your address and sign up'.

As you enter the address, it will give you a prompt to select the correct address. Once the address is selected, you will need to click the 'check this address now' button.



Once you've selected an address, it will advise that the search was successful (see image below). If the address is not nbn ready it will not allow you to go further than this point.





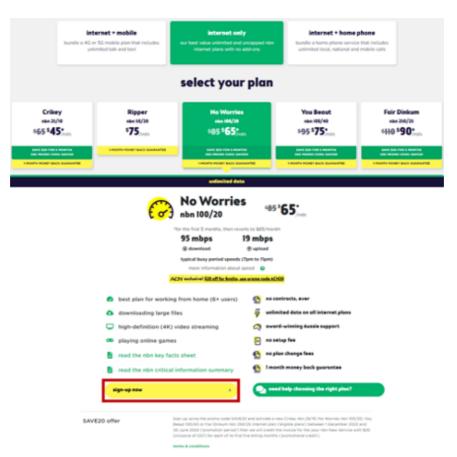


Next, you will need to select the internet or mobile package. There are 3 options for this:

- 1. Internet + mobile
- 2. Internet only
- 3. Internet + home phone



Once you and your customer have decided on the correct plan for their needs, you will then select the yellow 'sign-up now' button which will take your customer to the 'sign-up form'.

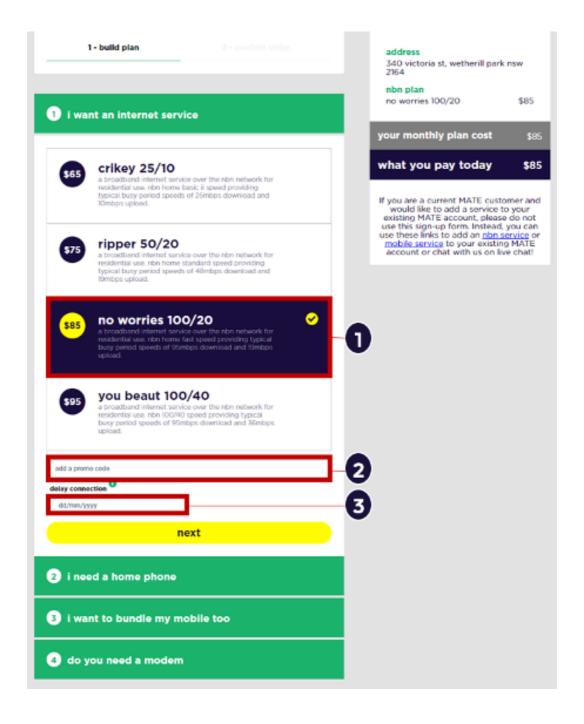






Once selected, you will have the 'mate order form' pop up on another tab. It will have the plan that you selected on the previous page highlighted in blue (1).

On this page is where you will enter any applicable promotional code (2) as well as a delay connection date (3) if required. Once this has been completed, select the yellow 'next' button.



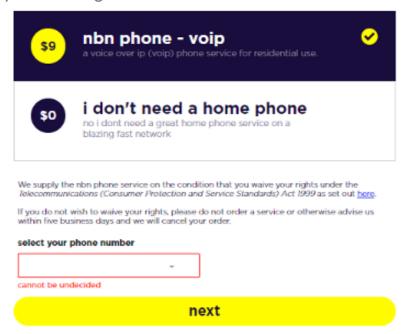




After selecting 'next' you will then choose if you need a home phone. If your customer does not want a home phone, select next.

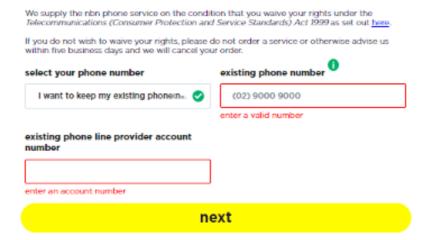
If your customer would like a home phone, please select 'nbn phone – voip'.

It will ask you to 'select your phone number'. This will prompt you to either select a new number or to port your existing number.



When selecting that you would like to keep your existing number, it will ask you for the phone number as well as the existing provider account number. Without this information, you will not be able to proceed.

Please note that the porting process can take 1-6 weeks and the number must remain active with the current provider until the port is completed.







Once you've decided on the home phone it will prompt you to decide if you would like a mobile plan or not. If your customer does not want a mobile plan, select 'next'.

If you would like to select the mobile service, please click on the selected service (1). Once selected it, will then ask if you would like an eSIM instead of a physical SIM card. If you would like a eSIM please select this option (2).

If you have a MATE sim card on hand, you can unselect the box which is ticked 'I need a sim card posted to me because I don't have one already supplied by mate'. This will allow you to activate the SIM after the order has been completed.

If you do not have a supplied SIM card from MATE on hand, you will just need to leave the box ticked. This will result in a SIM card being shipped to your customer.

If you want to add an additional mobile plan, please select 'I want another mobile' (4).





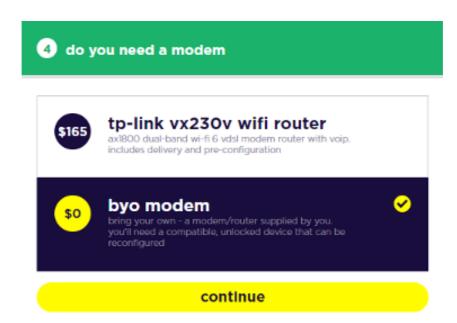


After you have selected whether you would like a mobile service, it will then prompt you to select if you would like a modem or not.

It is at this point you can select if your customer would like to pay \$165 upfront for our modem or if you would like to use your own modem.

Please note it is important that the modem is not locked to any other provider and is compatible with your nbn service typ service type.e.

Once this has been decided, select continue.

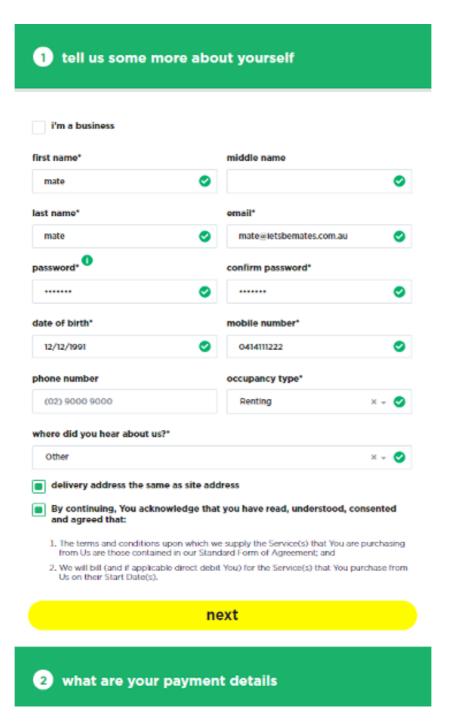






Once you have selected to continue it will take you to the 'tell us some more about yourself' page.

This is where you enter the details you would like on the account. You will also select if you would like the modem or SIM card delivered to a different address. You will also need to agree to our terms and conditions.



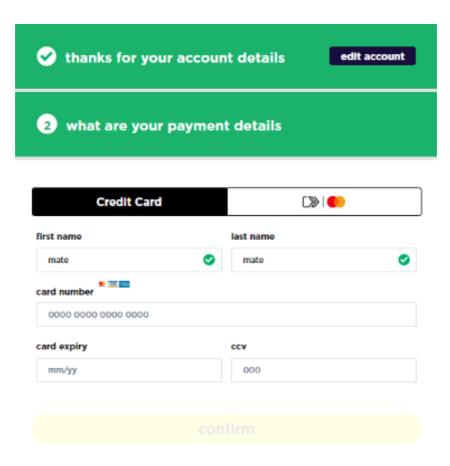




After you have filled in your details and selected yes, you will be prompted to enter your payment details.

Please note we only accept payments via debit or credit card (Visa, Mastercard or American Express)

Once you have submitted the Credit/Debit card details you select 'confirm' which will then complete the order.



Upon order completion, your customer will receive a confirmation email with the next steps required complete the activation.