



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](tel:1300952675).



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

check your address

check your address and sign up

having trouble finding your address?

choose your internet package

1

internet + mobile

bundle a 4G or 5G mobile plan that includes unlimited talk and text

2

internet only

our best value unlimited and uncapped nbn internet plans with no add-ons

3

internet + home phone

bundle a home phone service that includes unlimited local, national and mobile calls

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'.

select your plan

internet + mobile

bundle a 4G or 5G mobile plan that includes unlimited talk and text

internet only

our best value unlimited and uncapped nbn internet plans with no add-ons

internet + home phone

bundle a home phone service that includes unlimited local, national and mobile calls

Crikey
nbn 25/10
\$65 ~~\$45~~ /month

save \$20 risk & money
see money back guarantee

1 MONTH MONEY BACK GUARANTEE

Ripper
nbn 18/20
\$75 /month

save \$20 risk & money
see money back guarantee

1 MONTH MONEY BACK GUARANTEE

No Worries
nbn 100/20
\$85 ~~\$65~~ /month

save \$20 risk & money
see money back guarantee

1 MONTH MONEY BACK GUARANTEE

You Beout
nbn 100/40
\$95 ~~\$75~~ /month

save \$20 risk & money
see money back guarantee

1 MONTH MONEY BACK GUARANTEE

Fair Dinkum
nbn 250/20
\$110 ~~\$90~~ /month

save \$20 risk & money
see money back guarantee

1 MONTH MONEY BACK GUARANTEE

unlimited data

No Worries
nbn 100/20

*for the first 5 months, then reverts to \$85/month

95 mbps download

19 mbps upload

typical busy period speeds (7pm to 11pm)

more information about speeds

~~\$85~~ **\$65*** /month

*ACTN excluded! \$20 off for 5 months, see terms and conditions

- best plan for working from home (5+ users)
- downloading large files
- high-definition (4K) video streaming
- playing online games
- read the nbn key facts sheet
- read the nbn critical information summary

- no contracts, ever
- unlimited data on all internet plans
- award-winning Aussie support
- no setup fee
- no plan change fees
- 1 month money back guarantee

sign-up now

need help choosing the right plan?

SAVE20 offer

Sign up using the promo code SAVE20 and activate a new Crikey nbn 25/10, No Worries nbn 100/20, You Beout 100/40 or Fair Dinkum nbn 250/20 internet plan (single plans) between 1 December 2022 and 30 June 2024 (promotion period) then we will credit the choice for the year new service with \$20 (inclusive of GST) for each of its first five billing months (promotional credit).

terms & conditions



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.

1 - build plan

2 - confirm order

1 i want an internet service

\$65

crikey 25/10

a broadband internet service over the nbn network for residential use. nbn home basic ii speed providing typical busy period speeds of 25mbps download and 10mbps upload.

\$75

ripper 50/20

a broadband internet service over the nbn network for residential use. nbn home standard speed providing typical busy period speeds of 40mbps download and 10mbps upload.

\$85

no worries 100/20

a broadband internet service over the nbn network for residential use. nbn home fast speed providing typical busy period speeds of 95mbps download and 10mbps upload.

\$95

you beaut 100/40

a broadband internet service over the nbn network for residential use. nbn 100/40 speed providing typical busy period speeds of 95mbps download and 35mbps upload.

add a promo code

delay connection

dd/mm/yyyy

next

2 i need a home phone

3 i want to bundle my mobile too

4 do you need a modem

address

340 victoria st, wetherill park nsw 2164

nbn plan

no worries 100/20 \$85

your monthly plan cost \$85

what you pay today \$85

If you are a current MATE customer and would like to add a service to your existing MATE account, please do not use this sign-up form. Instead, you can use these links to add an [nbn service](#) or [mobile service](#) to your existing MATE account or chat with us on live chat!



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.

\$9

nbn phone - voip
a voice over ip (voip) phone service for residential use.

\$0

i don't need a home phone
no i dont need a great home phone service on a blazing fast network

We supply the nbn phone service on the condition that you waive your rights under the *Telecommunications (Consumer Protection and Service Standards) Act 1999* as set out [here](#).
If you do not wish to waive your rights, please do not order a service or otherwise advise us within five business days and we will cancel your order.

select your phone number

cannot be undecided

next

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.

We supply the nbn phone service on the condition that you waive your rights under the *Telecommunications (Consumer Protection and Service Standards) Act 1999* as set out [here](#).
If you do not wish to waive your rights, please do not order a service or otherwise advise us within five business days and we will cancel your order.

select your phone number

☒ I want to keep my existing phone number.

existing phone number

enter a valid number

existing phone line provider account number

enter an account number

next



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).

☒ I want to bundle my mobile too

\$25

good mates 12gb
is sim-only post-paid mobile service for residential use. 12gb only plan offering capped 100Mbps download speeds across 10 download speeds of 10Mbps up to a speed cap of 100Mbps on 4g.

\$30

better mates 25gb
is sim-only post-paid mobile service for residential use. 25gb only plan offering capped 100Mbps download speeds across 10 download speeds of 10Mbps up to a speed cap of 100Mbps on 4g.

\$35

great mates 32gb
is sim-only post-paid mobile service for residential use. 32gb 4g plan offering capped 100Mbps download speeds across 10 download speeds of 10Mbps up to a speed cap of 100Mbps on 4g and 5g.

\$40

best mates 50gb
is sim-only post-paid mobile service for residential use. 50gb 4g plan offering capped 100Mbps download speeds across 10 download speeds of 10Mbps up to a speed cap of 100Mbps on 4g and 5g.

\$45

brilliant mates 65gb
is sim-only post-paid mobile service for residential use. 65gb 4g plan offering capped 100Mbps download speeds across 10 download speeds of 10Mbps up to a speed cap of 100Mbps on 4g and 5g.

\$45

elite mates 100gb (exclusive)
is sim-only post-paid mobile service for residential use. 100gb 4g plan offering capped 100Mbps download speeds across 10 download speeds of 10Mbps up to a speed cap of 100Mbps on 4g and 5g.

1

\$55

soul mates 150gb
is sim-only post-paid mobile service for residential use. 150gb 4g plan offering capped 100Mbps download speeds across 10 download speeds of 10Mbps up to a speed cap of 100Mbps on 4g and 5g. Typical download speeds are 10Mbps up to the speed cap of 100Mbps, while when connected to 4g typical download speeds are 10Mbps to 100Mbps.

☒ I don't need a mobile



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 type.

Once this has been decided, select continue.

4 do you need a modem

\$165

tp-link vx230v wifi router
ax1800 dual-band wi-fi 6 vdsl modem router with voip.
includes delivery and pre-configuration

\$0

byo modem
bring your own - a modem/router supplied by you.
you'll need a compatible, unlocked device that can be reconfigured

✓

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.

1 tell us some more about yourself

☐ i'm a business

first name*

mate ✓

middle name

✓

last name*

mate ✓

email*

mate@letsbemates.com.au ✓

password* ⁱ

***** ✓

confirm password*

***** ✓

date of birth*

12/12/1991 ✓

mobile number*

0414111222 ✓

phone number

(02) 9000 9000

occupancy type*

Renting ✕ ✓

where did you hear about us?*

Other ✕ ✓

☒ delivery address the same as site address

☒ By continuing, You acknowledge that you have read, understood, consented and agreed that:

1. The terms and conditions upon which we supply the Service(s) that You are purchasing from Us are those contained in our Standard Form of Agreement; and
2. We will bill (and if applicable direct debit You) for the Service(s) that You purchase from Us on their Start Date(s).

next

2 what are your payment details




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.


✓ thanks for your account details [edit account](#)

2 what are your payment details

Credit Card 

first name ✓

last name ✓

card number 

card expiry

ccv

confirm

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

📍 LetsBeMates.com.au

internet ♥ mobile

☎ 1300 952 675