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## About MATE

### 1. Who is MATE?

Founded in 2015, MATE is an all Australian internet and mobile service provider who are committed to:

- Having no lock-in contracts, and no connection, set-up or plan change fees
- Offering unlimited data on all internet packages, and
- Providing an all Aussie-based support.

Awarded Service Champion in the 2019 CSIA Australian Service Excellence Awards, and a finalist in the 2020 CSIA Australian Service Excellence Awards for 'Customer Service Team of the Year – Large', MATE is redefining customer service in the telco industry and is focused on getting the job done for the people that matter, MATE customers.

## Accreditation

### 2. Do IBOs need to complete accreditation to refer customers to MATE?

Yes, all IBOs must complete both the Australian Customer Acquisition Code (CAC) Training, along with the MATE Accreditation Training modules. IBOs must successfully complete a short quiz, answering 5 questions with a 100% pass rate before referring customers to MATE.

If you don't pass the quiz the first time, don't worry, you can re-sit the quiz as many times as you need to.

**Note:** Customers will be advised via a pop-up message on the screen during the online sign up journey if their referring IBO is not accredited. Please ensure they review the information they provide on the MATE online sign up form, as well as the plan details and other important information (i.e. home phone or mobile number, service address, customer contact details, etc.).

### 3. How long do I have to complete the accreditation?

All IBOs (new and existing) who wish to refer customers to MATE nbn™, ADSL and mobile services must complete Australian CAC Training and MATE Accreditation Training prior to referring customers.

### 4. How often do IBOs need to complete the MATE Accreditation Training?

IBOs will need to re-sit the MATE Accreditation Training along with the Australian CAC Training every 12 months and/or upon annual renewal of their IBO position if they wish to continue referring customers to Conxxion's partners.

### 5. Do uplines receive residuals if the IBO isn't accredited?

No, MATE services referred via Conxxion will not generate points and commissions whilst the IBO remains unaccredited.

#### **Applies to Conxxion Broadband and Phone (legacy) services shutdown and migration to MATE services:**

Upline IBOs will be awarded points and commissions only for customers migrating from Conxxion legacy services to MATE services even if their downline IBOs are not accredited.

## Compensation

### 6. What Customer Points and Commissionable Revenue rates for MATE services?

Refer to the current [AU Compensation Plan](#) for details.

### 7. When will my customers and points appear in my Personal Customer List (PCL)?

Orders placed during the soft launch period will be calculated from the first day of the full launch period.

#### **Customers and points in PCL upon full launch:**

- Once a customer submits their order and their order is approved on payment, the corresponding record will appear in your PCL within 3-5 days.
- Qualification points will be allocated after MATE reports to Conxxion that the service has been activated.
- PCLs will be updated twice daily with MATE customers and points.
- Commission payments will commence 3 months from the order date.
- For Mobile services, points for new numbers will appear in your PCL 45 days from successful sign up and points for ported numbers will appear as soon as the customer has completed porting their number and they are actively using their service.

Remember:

- A customer will be held in an incomplete status in your PCL if you have not yet completed the MATE Accreditation Training.
- IBOs should contact IBO Support via [www.acnpacific.com/contact-2](http://www.acnpacific.com/contact-2) with enquiries regarding points, commissions and PCL.

8. What is the difference between a New, Switched and Ported Number/Service?

For Mobile Services:

**New numbers:** Where a customer opts to take a brand-new mobile number from MATE.

**Switched numbers:** Where an existing Conxxion Mobile customer (e.g. Conxxion Vodafone or amaysim) switches their mobile number to MATE.

**Ported numbers:** Where a customer transfers their mobile number from a non-Conxxion provider to MATE.

Type of Service	Qualification	Customer Bonuses	Residuals
New Numbers	N	N	Y
Ported Numbers	Y	Y	Y
Switched Numbers	N	N*	Y

*\*If the service with the original Conxxion provider was cancelled more than 90 days ago, this service will be treated as a ported number.*

For Broadband (i.e. nbn™ and ADSL, including broadband bundles) Services:

**New services:** Where a customer opts to take a brand-new nbn™/ADSL service connection (with new home phone number) from MATE.

**Switched services:** Where a customer with an active broadband service (includes Conxxion ADSL, nbn™, and broadband bundle services) switches their nbn™/ADSL service to MATE.

Type of Service	Qualification	Customer Bonuses	Residuals
New Services	Y	Y	Y
Switched Services	N	N	Y

9. I have a Vodafone/amaysim customer in my PCL who wishes to transfer their service to MATE. How does it work?

If one of your customers wishes to port or transfer their mobile number or nbn™/ADSL service from Conxxion Vodafone/amaysim to MATE, they will need to check for any outstanding balances and equipment payout fees which might be incurred by their decision to leave Vodafone/amaysim.

Once a customer has successfully ported/transferred their service to MATE, your Customer Points for the Conxxion Vodafone/amaysim service will remain active for a period of 45 days.

The new MATE service will appear in your PCL and will generate commissions, but no points will be awarded for a period of 45 days from activation. Any transfers of this kind will not count toward qualifications or bonuses unless explicitly stated in the [Australian Compensation Plan](#) or bonus documents.

10. Will I be awarded points for a previous Conxxion Mobile customer who has recently left another Conxxion mobile provider like Vodafone or amaysim?

If your Conxxion mobile customer was active within the last 90 days, then the customer will be considered a “Switched Number” customer, and points will be awarded 45 days after the order has been completed. If the customer was previously with Conxxion more than 90 days ago and ports their number to MATE via Conxxion, then the service will be treated as a “Ported Number” and points will be allocated following successful customer port.

### 11. Will I earn points and commissions if I sign up an existing Conxxion Mobile (Vodafone or amaysim) customer?

No. This opportunity is for new MATE services to sign up their mobile number via Conxxion. IBOs can however, refer an existing MATE customer to add additional services to their MATE account.

### 12. Will non-Asia Pacific IBOs who sell MATE services receive points and residuals?

Yes, but they will only be eligible for points and residuals if they complete the Australian CAC training and MATE Accreditation Training. This also applies to non-active IBOs who become active and begin selling MATE services to new customers.

## MATE Plans and Offers

### 13. What are the plans and products MATE offer?

MATE offers a range of great value nbn™, ADSL, bundle, and Mobile plans with no lock-in contracts, unlimited data, no setup fee on all their BYO modem broadband plans with all Aussie based support.

In addition, MATE regularly releases special offers and exclusive offers available only via Conxxion. For the latest offers, always check the MATE page on your Personal IBO Website.

### 14. Does MATE provide handsets for their mobile service?

No. MATE mobile plans are SIM-only.

## nbn™

### 15. Does MATE charge any setup fees for nbn™ connection?

No, MATE does not charge any setup fees; however, if your home is a brand-new development, nbn™ may be required to recover the cost of deploying nbn™ network infrastructure by applying a developer contributions charge per premise. This is known as the [nbn™ New Development Fee](#).

If applicable to your address, the nbn™ New Development Fee is a once-off charge of \$300 inc. GST.

### 16. Do I need an nbn™ compatible modem for my MATE service?

Yes, you do require a nbn™ compatible router or modem. If your nbn™ is serviced via Fibre to the Premises (FTTP), Fixed Wireless, Hybrid-Fibre Coaxial (HFC), or Fibre to the Curb (FTTC), your modem must have a WAN or Internet port.

If your nbn™ is serviced via Fibre to the Node (FTTN) or Fibre to the Basement (FTTB), you will require a VDSL-compatible modem.

If you are unsure if your existing modem is compatible with MATE services, contact MATE at [support@letsbemates.com.au](mailto:support@letsbemates.com.au) with your full address and MATE will let you know.

If you want to use a modem/router that was supplied by another provider or ISP then this may work with MATE services, provided it is not locked to the provider it was purchased from.

The only way to determine if your modem locked is to try and configure it with MATE services. If the modem is locked, you will need to use an alternative modem. You can opt to purchase a premium, nbn™-ready modem for \$165 from MATE.

### 17. What are the generic MATE VoIP settings?

SIP Proxy/Registrar Address/Registrar Server/Proxy Server/Outbound Proxy:

**voice.mibroadband.com.au**

SIP Port/Registrar Port/SIP Proxy Port/Outbound Proxy Port/Authentication ID:

**5060**

Please note that the above settings, along with your phone number and password, are sufficient to configure the majority of VoIP devices on the market. Please note that MATE do not offer support for configuring BYO VoIP devices.

### 18. Can I keep my existing landline telephone number on nbn™?

Generally, as long as your landline number is active with another provider, MATE should be able to transfer (port) this number.

However, if your premise is serviced by nbn™ Fibre to the Curb (FTTC), it is NOT possible to retain an existing PSTN (landline) phone number as nbn™ does not enable voiceband continuity.

### 19. Does the customer need to be present for their nbn™ installation?

If your customer has been allocated a site appointment, they, or someone over the age of 18, need to be present for the allocated 4-hour appointment to let the installer in and agree where any required nbn™ equipment should be located. You do have the right to have a say in where the equipment is located in your home, as long as it works in that location based on an nbn™ standard installation. If you have an exchange activation, you are not required to be home as this connection is activated outside of your premise.

## Mobile

### 20. Can I keep my existing mobile number?

Yes, you can. You can do so via their self-activation portal.

To retain an existing mobile number, your number must be active with your current provider and you will need to confirm the following details when activating your mobile SIM:

- Whether the mobile number you wish to retain is a prepaid or postpaid mobile service
- The carrier (provider) the mobile number is currently active with, e.g. Telstra, Optus, Vodafone, etc.
- The DOB (if prepaid) or the account number (if postpaid) registered with the current carrier (provider) of the mobile number

### 21. What mobile network does MATE use?

MATE uses the Telstra Wholesale Mobile Network that covers more than 98.8% of the population with 3G and 97% of the population with 4G. This covers an impressive 23 million Australians based on total 3G and 4G network coverage.

To check if the MATE mobile network services your area, enter your address on our [mobile network coverage page](#).

### 22. When will the SIM card be sent to me?

Your MATE SIM card will be dispatched and sent to you once payment is processed for your order. You will receive a tracking number via email and SMS once the SIM is dispatched.

Delivery timeframe is **2–10 business days** depending on your location.

This mobile service is for **residential use only**.

### 23. What is data banking?

All MATE mobile plans come with data banking so you can keep your unused data each month.

#### How does data banking work?

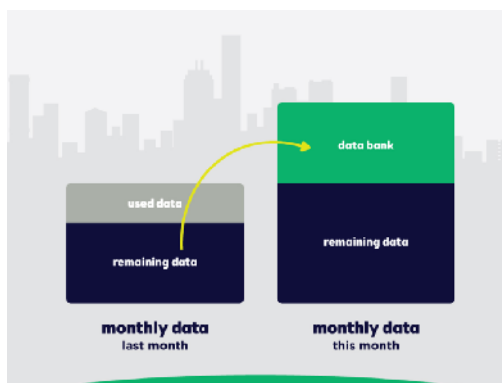
Let's say you are on our 30GB best mates mobile plan – in this case, you would start your monthly cycle with 30GB of data. At the end of the month, you've only used 15GB of your allocated data.

Instead of losing the remaining 15GB of mobile data, it will effectively get added to your "bank" for when you need it. You will have a total of 45GB of data (30GB for this month + 15GB of "banked" data from last month).

You can bank up to 100GB of data on all MATE mobile plans.

To check any available data in your data bank, you can dial the following sequence on your mobile phone:

\*159# and then press SEND/CALL.



## 24. What countries are included in the unlimited international calls?

All MATE mobile services from the \$25 15GB better mates plan and above include unlimited calls and SMS to the following 15 countries at no additional cost:

- Canada
- China
- Germany
- Greece
- Hong Kong
- India
- Ireland
- Malaysia
- New Zealand
- Singapore
- South Korea
- Thailand
- United Kingdom
- USA
- Vietnam

Any calls made to countries that are not listed on the above list are charged at [various rates](#).

Please check out the [MATE mobile page](#) for the latest international rates.

## 25. Does MATE Mobile support Wi-Fi calling?

Wi-Fi calling enables you to make voice calls using a Wi-Fi connection from your compatible mobile handset when you can't connect to the mobile network. Your mobile simply uses the Wi-Fi network you are connected to instead of the mobile network, so you can make and receive calls as you normally would.

Unfortunately, MATE mobile services do not currently support Wi-Fi calling, so calls can only be made via the voice (3G) network.

## 26. Does MATE mobile support VoLTE?

VoLTE, otherwise known as Voice over LTE or 4G calling, allows customers to use the 4G network (including while in a 4G-only area) to make and receive phone calls on compatible mobile phones using the mobile network. The calls are sent over a data (4G) network rather than a voice (3G) network.

Unfortunately, MATE mobile services do not currently support VoLTE, so calls can only be made via the voice (3G) network.

## 27. Does MATE mobile support eSIM?

eSIM stands for 'embedded SIM'. It allows a connection between a smartphone and wearables (such as the Apple Watch). It also removes the need for a physical SIM to be inserted into your phone.

MATE mobile plans do not support eSIM.

## 28. Does MATE support 3-way calling?

Yes, MATE mobile services support 3-way calling/conference calling.

## 29. What happens if I go over my included data?

If you exceed the monthly data allowance on your mobile plan, along with any data in your data bank (if available), your data will be capped. This means no more data will be available to use until your service rolls over into the next bill cycle.

Any unused data will be stored in your data bank, provided your mobile plan has this feature. You will be sent SMS alerts in near real-time when you reach 50%, 85% and 100% of your monthly data allowance.

## ADSL and Home Phone

### 30. What is ADSL?

ADSL (Asynchronous Digital Subscriber Line) is a type of Broadband Internet connection. ADSL internet is delivered over the same copper-wiring used for a traditional home telephone service.

### 31. Does MATE offer an ADSL-only service?

MATE's ADSL service uses the Telstra network and only operates on an active phone line. MATE is unable to provide an ADSL service without an active phone line.

### 32. Can I keep my phone number if switching my ADSL service to MATE?

If your current ADSL service is on the Telstra network, MATE can transfer (churn) your existing service and retain your existing phone number. This only applies when you are keeping the service at the same address.

MATE is unable to retain your existing phone number if this phone number is not on the Telstra network. For example, if your phone number is on the Optus network or the TPG network, you are unable to keep your phone number and MATE cannot transfer (churn) your service.

### 33. Can I get ADSL at my address?

Once nbn™ rolls out in an area, no Internet Service Provider (ISP) can order ADSL services due to government cease sale regulations.

This means no ISP can supply any new copper services, (including phone line rental, churning/transferring an existing ADSL service or ordering a new ADSL service).

However, if nbn™ is not yet available in your area, you may be eligible for ADSL. To find out, you can contact MATE on 13 14 13\* with your full address and MATE can check and see what is available.

**\*Please note, all customer sign ups are to be completed online via the referring IBO's Personal IBO Website to be commissionable.**

### 34. How long does an ADSL connection take?

MATE's goal is to have your service connected as soon as possible, but connection timeframes depend on a number of factors, most of them outside of MATE's control.

If you currently have an active ADSL service on the Telstra network at your address with another provider, MATE can generally churn (transfer) this service to their network within 3–6 business days.

If you do not have an active ADSL service and require the reconnection of a Telstra telephone line, the time frames in which MATE aim to connect your service are specified in detail by MATE. Please refer to the [MATE ADSL and home phone FAQs](#) for full details.

### 35. Are there any ADSL setup fees?

MATE does not charge a setup fee to connect an ADSL service. However, depending on the situation, a standard Telstra connection fee will apply to connect a telephone phone service if this is currently inactive:

- Existing telephone line without a Telstra technician visit: \$59.00;
- Existing telephone line with a Telstra technician visit: \$99.00;
- New telephone line connection: \$240.00 with a Telstra technician visit and cabling work (upfront payment required).

These connection fees are passed on directly by Telstra and are not charged by MATE.

### 36. Can I get a technician to come and setup my ADSL?

Unless you require a new line connection or a line reconnection with a Telstra technician visit, all ADSL services are activated remotely – this means that a technician can't come out to set up your modem or connect any of your devices.

### 37. Why am I only eligible for country mates ADSL plan?

The zoning of ADSL services is determined by Telstra who own the copper network. If Telstra classifies your address as a Zone 2 or Zone 3, this means you are only eligible for regional pricing which is the MATE country mates plan.

If your address is classified by Telstra as a Zone 2 or Zone 3 you are not eligible for MATE's city mates plans as only addresses in Zone 1 are eligible for these plans.



## 38. Do I need to have ADSL with MATE to have a phone line?

You can have a fixed line-only service, but you will still be charged for a bundle ADSL rate.

## Accounts and Billing

## 39. How does MATE's bill cycle work?

MATE utilises anniversary billing, so your bill cycle is the date that your Internet service is activated.

For example, if a service is activated on the 19th of the month, then your bill cycle is the 19th of every month and the billing period would run from 19th of the month you were activated until the 18th of the following month.

All plans are billed in advance, and the payment due date is 14 days from your invoice issue date/bill cycle date.

## 40. When do I receive my bill and when is my payment due?

All plans are billed in advance, and the payment due date is 14 days from your invoice issue date/bill cycle date.

## 41. What are MATE's payment methods?

The only payment method MATE offer is direct debit via a credit or debit card (VISA/Mastercard or AMEX). AMEX payments incur a surcharge of 2.85% per transaction.

MATE does not offer payment methods through bank accounts, BPay, PayPal, CentrePay or any other payment method.