

Win 1 year of internet on MATE

Terms & Conditions

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Schedule	
Competition name	Win 1 year of internet on MATE
Promoter	MATE Communicate Pty Ltd ABN: 33 165 670 413 340 Victoria Street, Wetherill Park NSW 2164 13 14 13
Participating retailers	MATE Communicate Pty Ltd
Entry - Restriction	To be eligible, entrants must: <ul style="list-style-type: none">• Sign up for a MATE internet or mobile service between 12:00am AEST on 1 May 2025 and 11:59pm AEST on 31 May 2025, using their unique IBO (Independent Business Owner) link.• Ensure the service is successfully activated within the competition period.• Be aged 18 years or older at the time of entry.• Each new and active service (internet or mobile) equals one valid entry. Multiple entries are permitted, provided they relate to separate activated services.• MATE modem (TP-Link VX230v) and nbn home phone (VoIP) plans are not valid entries.
Entry - Age restriction	Participants must be 18 years or older to enter the major prize draw.
Competition period	Starts at 12:00m AEST on 01/05/2025 and ends at 12:00am AEST 31/05/2025.
How to enter	<ul style="list-style-type: none">• Use a valid, unique IBO referral link to sign up for a MATE internet or mobile service.• The service must be activated within the competition period.• Entry is automatic upon successful activation.
Content criteria	All customer details submitted must be accurate and complete at the time of sign-up. Entries found to contain false, misleading or incomplete information will be deemed invalid.
Are multiple entries permitted?	Only one entry is permitted per new service sold and activated in May. Multiple entries per customer account are permitted.
Receipt of entries	Entries are automatically recorded upon activation of the eligible service. The Promoter is not responsible for incomplete, lost, delayed, or misdirected entries due to system error, technical malfunction, or any other cause.



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Displaying entries	Not applicable.
Prize(s) - Description	<p>The major prize includes 1x MATE internet service, provided as a credit to the winner's MATE account each month for a period of 12 months. The total value of the prize will not exceed \$1,500, depending on the selected plan. The prize is:</p> <ul style="list-style-type: none">• Not transferable• Not redeemable for cash or other alternatives• Subject to the terms of service applicable to MATE products
Total number of prizes	1
Total prize pool	\$1500 (Maximum prize pool). This is dependent on the chosen plan by the winner.
Determining the winner(s)	The Competition winner will be drawn at random via a random number generator. The winner will be determined within five (5) business days of the competition ending at MATE head office – 340 Victoria St Wetherill Park NSW 2164.
Notifying winners	Winners will be notified by phone and/or email within two (2) days of being determined. If the winner does not respond within 14 days, a redraw may occur.
Publishing results	The names and suburbs (or towns) of each winner will be published at LetsBeMates.com.au.

PART A - INTRODUCTION

1. Information on how to enter and Prize details form part of these terms and conditions.
2. By participating in the Competition, entrants accept and agree to be bound by these terms and conditions. For the avoidance of doubt, the terms and conditions include the Schedule above.
3. Entries must comply with these terms and conditions to be valid.
4. Where there is an inconsistency between the Schedule and Parts A to J of these terms and conditions, the schedule will prevail.

PART B - PRIVACY

5. The Promoter will collect and use each entrant's personal information for the purposes of:



a) conducting the Competition (which may include disclosure to third parties for the purpose of processing and conducting the Competition) and for promotional purposes, public statements and advertisements in relation to the Competition;

(b) providing information about the products and services offered by the Promoter and its related companies and its affiliated retailers; and

(c) research to improve its products and services.

6. By entering the Competition, entrants consent to the use of their personal information as described in clause 5.

7. Entrants may access, change and/or update their personal information in accordance with the Promoter's privacy policy: <https://www.letsbemates.com.au/privacy-policy/>

PART C - WHO CAN ENTER THE COMPETITION

8. If the Schedule permits entrants to be under the age of 18 years, such entrants must seek permission from their parent or guardian to enter. If the winner of a Prize is under 18 years of age, the Prize will be awarded to the winner's parent or legal guardian.

9. Directors and employees (and their immediate families) of the Promoter or its related companies or agencies and Participating Retailers are not eligible to enter. Immediate families means spouse, ex-spouse, child, step-child, parent, step-parent, legal guardian, sibling or step-sibling.

PART D - HOW TO ENTER THE COMPETITION

10. To enter, each entrant must comply with the 'How to Enter' section of the Schedule.

11. If the Schedule permits entrants to submit more than one entry, each entry must be unique and submitted separately.

12. Entries must not have been published previously or used to win prizes in other competitions.

13. An entry cannot be modified after it has been submitted.

14. The Promoter reserves the right, at any time, to request verification of the age, identity, residential address or



any other information relevant to participation in the Competition of all entrants. The Promoter reserves the right to disqualify any entrant who provides false information or fails to provide information that is reasonably requested by the Promoter.

15. The Promoter reserves the right, in its sole discretion, to refuse to accept entries which are incomplete, indecipherable, offensive, do not comply with these terms and conditions or which contravene any applicable laws or regulations.

16. The Promoter reserves the right, in its sole discretion, to disqualify any entrant who has breached any of these terms and conditions, has engaged in unlawful or improper conduct or otherwise acts to cheat or undermine the fairness of the Competition by, for example, tampering with, or using or exploiting errors in, the entry process to obtain a competitive advantage over other entrants.

17. The eligibility of entries is solely within the discretion of the Promoter.

18. The Promoter accepts no responsibility for late, lost, misdirected or damaged entries or other communications.

PART E - PRIZES

19. Each Prize is not transferrable, exchangeable or redeemable for cash.

20. If a Prize is unavailable for reasons beyond the Promoter's control, the Promoter reserves the right to substitute the Prize with a prize of equal or greater monetary value. This right is subject to any applicable legislation, regulations or directions from a regulatory authority.

21. Once a Prize has left the Promoter's premises, the Promoter takes no responsibility for the Prize being damaged, lost or stolen.

22. All taxes (excluding GST, if any) which may be payable as a consequence of receiving a Prize are the sole responsibility of each winner.

23. A winner's use of the Prize is entirely at their own risk. Before a Prize is awarded, a winner may be required to sign an agreement to release the Promoter from and indemnifying the Promoter against any liability arising from the winner's acceptance and use of the Prize and the winner's participation in the Competition.

PART F - HOW THE WINNER(S) ARE DETERMINED



24. The Competition is a game of Chance.

25. At the time and date specified in the "Determining the winner(s)" section of the Schedule, each valid entry will be entered into a process of random selection.

26. The winning entry or entries will be the entry or entries that are selected at a random draw.

27. The number of winning entries to be selected will be the same as the total number of Prizes specified in the Schedule

28. The promoter's decision will be final and binding and no correspondence with entrants or any other person will be entered into.

29. Each winner will receive a Prize.

PART G - NOTIFICATION AND CLAIMING THE PRIZE(S)

30. The Promoter will provide each winner with instructions on how to claim their Prize. It is the responsibility of each winner to comply with the Promoter's instruction.

31. The Promoter reserves the right to request each winner to provide proof of their identity and/or proof that they were responsible for the winning entry.

32. Each winner agrees to participate and cooperate, as required, in all publicity activities relating to the Competition, including, without limitation, being interviewed, photographed, filmed and recorded. Each winner authorises the Promoter to use such content for advertising and publicity purposes in any media in perpetuity worldwide.

33. It is the responsibility of each entrant to notify the Promoter of any change to their contact details.

PART H - UNCLAIMED PRIZES

34. The Promoter will take all reasonable steps to identify and notify each winner in an attempt to ensure that each winner receives their Prize. However, if a winner cannot be identified or does not claim the Prize within one month of the date on which the winners are determined, their Prize is forfeited and will be awarded to the next best entry.

35. Each winner of an unclaimed Prize will be determined and notified in accordance with Parts F and G.



PART I - NO LIABILITY

36. Any Prize supplied by a third party supplier is subject to the terms and conditions of that third party supplier. Each Prize may come with guarantees that cannot be excluded under the Australian Consumer Law. If those guarantees are not complied with, then you will have rights under the Australian Consumer Law. Subject to those guarantees and rights, the Promoter shall not be liable and excludes all liability (including negligence) for any loss or damage whatsoever which is suffered (including but not limited to indirect or consequential loss) for damage to property, personal injury or death suffered or sustained in connection with the Competition or the use or taking of any Prize except for any liability which cannot be excluded by law including as provided for under the Australian Consumer Law.

37. If entry is via Facebook or if the Competition is promoted on Facebook, the Competition is in no way sponsored, endorsed, administered by or associated with Facebook and each entrant agrees to grant Facebook a complete release from any claims that they now have or may have in the future which relate to or are incidental to the Competition. Entrants acknowledge and agree that:

(a) any information they provide in connection with the Competition is provided to the Promoter and not to Facebook or any other social network; and

(b) any questions, comments or complaints regarding the Competition will be directed to the Promoter, not to Facebook or any other social network.

38. If entry is via Instagram or if the Competition is promoted on Instagram, the Competition is in no way sponsored, endorsed, administered by or associated with Instagram and each entrant agrees to grant Instagram a complete release from any claims that they now have or may have in the future which relate to or are incidental to the Competition. Entrants acknowledge and agree that:

(a) any information they provide in connection with the Competition is provided to the Promoter and not to Instagram or any other social network; and

(b) any questions, comments or complaints regarding the Competition will be directed to the Promoter, not to Instagram or any other social network.

PART J - TERMINATION OF COMPETITION

39. The Promoter reserves the right to vary the terms of, or cancel, the Competition at any time without liability to any entrant or other person, subject to applicable laws

