

# Sales Checklist

Everything you need to know when selling **mate** services!

**mate.**  
internet • mobile

**conxxion**

## Why MATE?

At MATE, we believe in keeping things simple, fair, and full of value because that's what MATES do. We're not just another telco; we're here to make internet and mobile easy, hassle-free, and actually enjoyable. No contracts, no hidden fees, just great service, straight-up pricing, and real Aussie support whenever you need it. We treat our customers like MATES, not numbers, because we know that staying connected shouldn't be complicated. Whether it's fast internet, reliable mobile or both, we've got your back. Because when you're with us, you're part of the MATE family and we'll always look after our own.



### No contracts

No commitments, no worries



### Unlimited data

No more data worries



### Aussie support

Ready to help you



### No MATE setup fees

No plan change fees



### Transfer your number

Or select a new one from MATE



### Unlimited talk and text

To standard Aussie numbers



### Simple Activation

e-SIM or physical SIM card



### No contracts

No MATE setup or plan change fees



### Data banking

Save your unused data for later

## Current promotions



**NBN Plans**



**Mobile Plans**



**Value Add**

## Checklist

- Confirm what **nbn plan** the customer requires based on devices, uses and users in the home.
  - Ask your customer to select the correct plan on the sales form and **enter the promo code** to see the discounted cart.
  - Once your customer confirms they're happy with the price, guide them through the next steps.
- Does the customer require a **home phone VoIP service**?
  - New number or existing phone number? Advise the customer of porting timeframes.
- Does the customer require a **mobile phone plan**?
  - Physical or eSIM?
  - Do they want to keep their existing mobile number or get a new one?
  - Have you mentioned the Exclusive MATE mobile plans?
  - Advise they save a further \$10 when bundled with nbn.
  - MATE have unlimited calls and text to 15 international countries.
- Does the customer require a **new modem**?
  - Is it locked to the old provider?
  - Is it outdated? Does it suit the plan speed, uses and house size?
  - MATE can provide a pre-configured TP-Link VX230v and TP-Link HB210 Mesh for \$165 each.
- Has your customer used your IBO link to complete their sign-up?
- Which **payment method** is the customer comfortable with?
  - Direct debit from a Visa/Mastercard/AMEX? surcharges apply.
  - Advise of a fee-free option, direct debit from a bank account.
  - Explain how the billing works. Debit date is 14 days from the day the invoice is issued.