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Session 2: Guiding customers  
through nbn with confidence

# What we will cover today..

- Nbn Technology types
- What to look for before submitting an order
- Setting correct expectations
- Common customer questions
- Nbn Signup walkthrough
- Key Takeaways



# An overview of our services..

## Mobile

1. Reliable coverage on the Telstra Wholesale Network
2. 5G services
3. The Telstra Wholesale Mobile Network coverage area reaches more than 98.8% of the Australian population
4. Wi-Fi calling
5. VoLTE calling
6. Great standalone option or bundle add-on

## Internet

1. MATE is connected directly to nbn (not via a wholesaler like most of our competitors)
2. We make the internet we sell (we don't buy from another provider)
3. Unlimited data on all internet plans
4. No lock-in contracts
5. We support ALL unlocked nbn compatible hardware on our network
6. Home phone service via VoIP available as an add on with nbn plans
7. Range of speed options depending on the household technology

**Your Opportunity:** every NBN conversation should also be a mobile conversation!

# Australian internet provider landscape...

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MATE makes the internet we sell.



# Introducing the nbn...



The nbn is Australia's national broadband network, built and operated by NBN Co, a government-owned company. It provides the infrastructure that delivers internet access to homes and businesses across the country through various technologies.

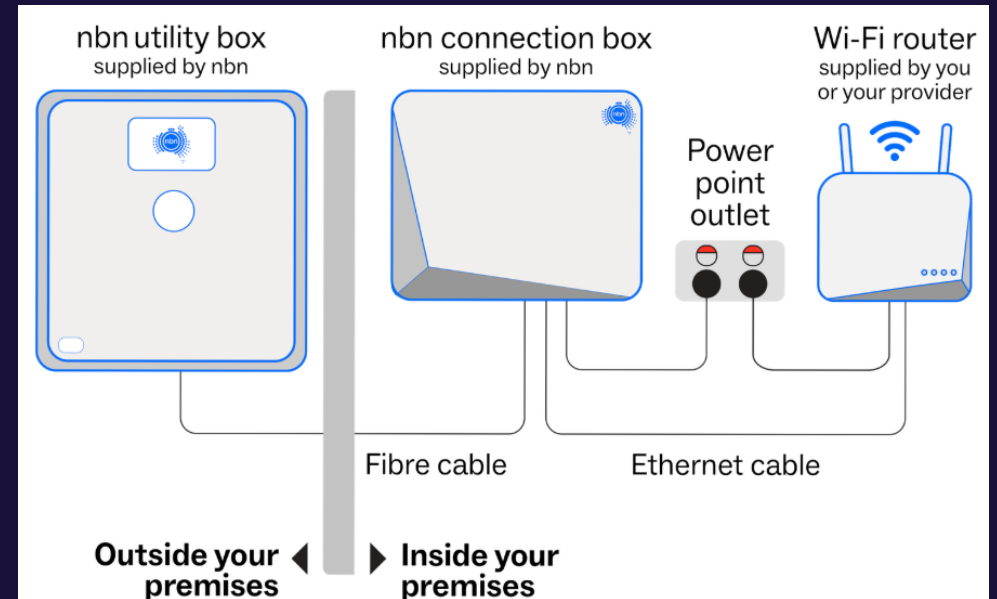
There are **7 different nbn technologies** all which have **different physical connections, limitations and variable:**

<b>Fibre to the premises (FTTP)</b>	<b>Hybrid Fibre Coaxial (HFC)</b>	<b>Fibre to the node (FTTN)</b>	<b>Fibre to the curb (FTTC)</b>	<b>Fibre to the building or basement (FTTB)</b>	<b>Fixed Wireless (FWLS)</b>	<b>Satellite</b>
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The relevant technology available to the property is determined by nbn. Each address has a unique Location ID (LOCID) and service class to determine at what stage the address is at in regard to its ability to be connected to the nbn.

# FTTP – Fibre to the Premises

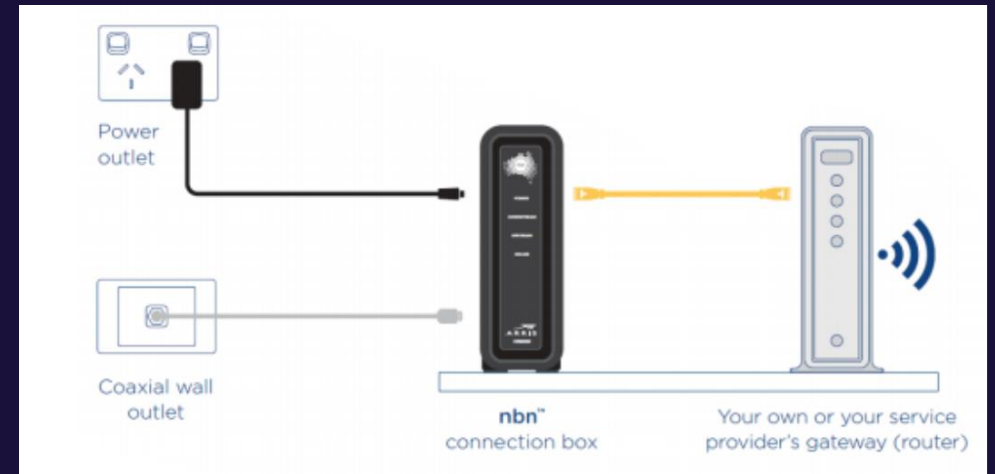
- An nbn Fibre to the Premises (FTTP) connection is used in circumstances where a fibre optic line will be run from the nearest available fibre node, directly to your premises.
- FTTP connections require installation of an nbn utility box outside of your premises and an nbn connection box inside your premises.
- MATE will advise what needs to be installed and arrange an installation appointment for you if applicable.



Service Class (SC)	Timeframe	Tech Required
SC0	N/A	Not Serviceable
SC1	1-14 Business Days	Yes
SC2	1-9 Business Days	Yes
SC3	1-3 Business Days	No

# HFC – Hybrid Fibre Coaxial

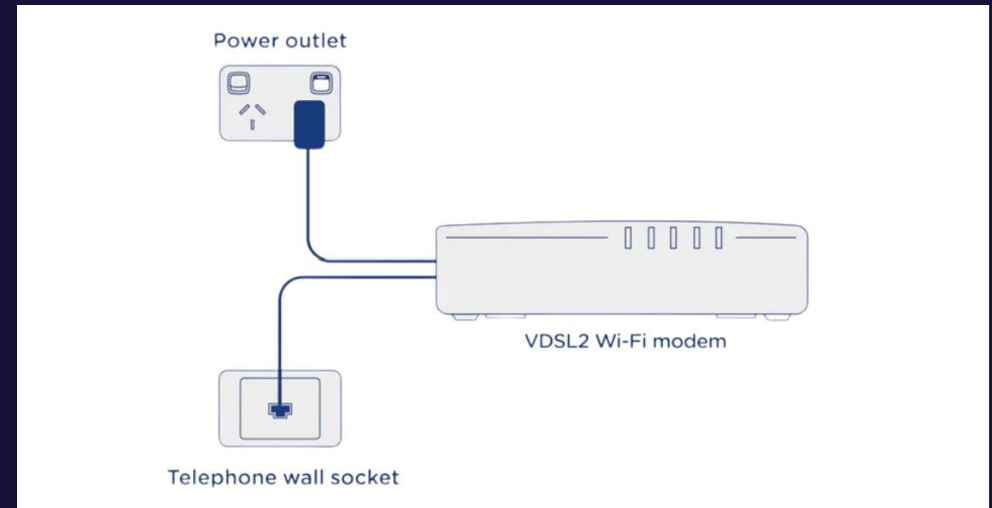
- An nbn Hybrid Fibre Coaxial (HFC) connection is used in circumstances where the existing 'pay TV' or cable network can be used to make the final part of the nbn network connection.
- In this circumstance an HFC line will be run from the nearest available fibre node, to your premises.
- HFC connections require an nbn network device to be installed at the point where the line enters your home. This device requires power to operate.



Service Class (SC)	Timeframe	Tech Required
SC20	N/A	Not Serviceable
SC21	1-19 Business Days	Yes
SC22	1-14 Business Days	Yes
SC23	1-15 Business Days	Yes
SC24	1-3 Business Days	No

# FTTN/FTTB – Fibre to the Node/Building

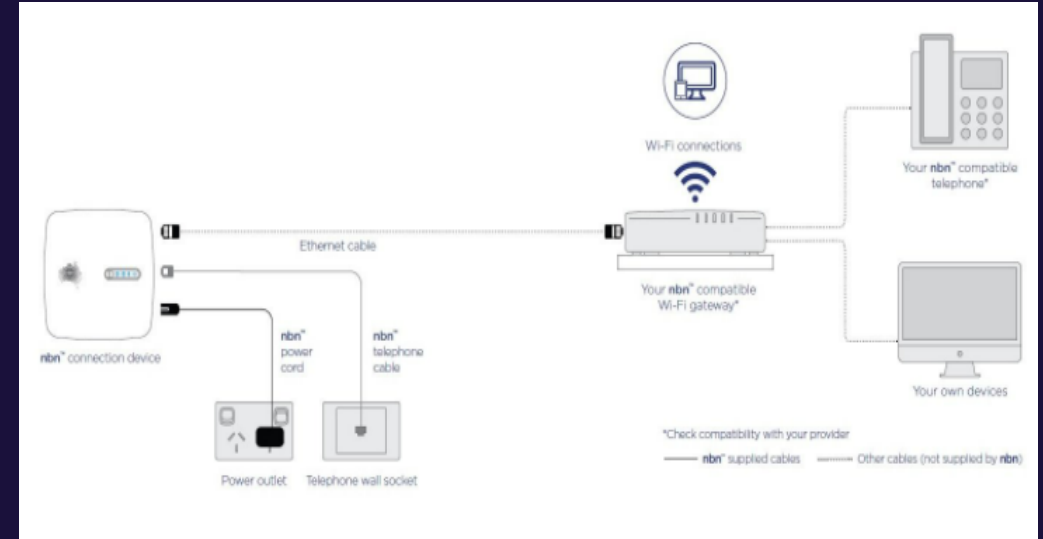
- An nbn Fibre to the Node (FTTN) connection is utilised where the existing copper phone and internet network from a nearby fibre node is used to make the final part of the connection.
- The fibre node is likely to take the form of a street cabinet. Each street cabinet will allow the nbn access network signal to travel over a fibre optic line from the exchange, to the cabinet, and connect with the existing copper network to reach your premises.
- A Fibre to the Building (FTTB) connection is generally used when we are connecting an apartment block or similar types of buildings to the nbn network.
- In this scenario we run a fibre optic line to the fibre node in the building's communications room, and then we use the existing technology in the building to connect to each apartment.



Service Class (SC)	Timeframe	Tech Required
SC10	N/A	Not Serviceable
SC11	1-14 Business Days	Yes
SC12	1-9 Business Days	Yes
SC13	1-3 Business Days	No

# Fibre to the curb (FTTC)

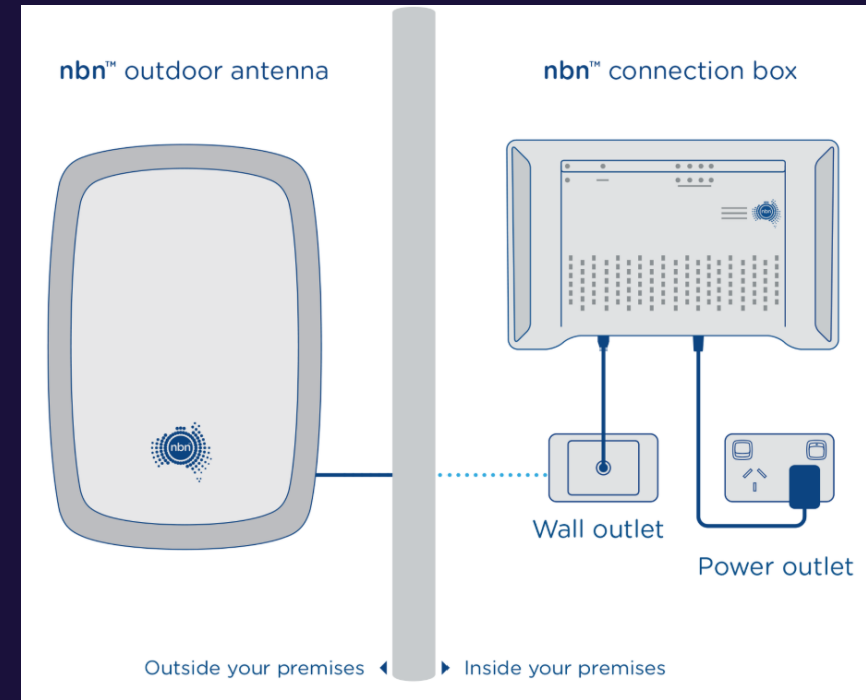
- Fibre to the Curb (FTTC) connection is used in circumstances where fibre is extended close to your premises, connecting to a small Distribution Point Unit (DPU), generally located inside a pit on the street.
- From here, the existing copper network is connected to the fibre to form the final nbn connection.
- To power your nbn FTTC service with electricity and provide your connection to the nbn network, an nbn connection box will be required inside your home or business.
- There are two ways nbn FTTC can be installed at your premises – through an nbn approved installer or if eligible, through self-installation.



Service Class (SC)	Timeframe	Tech Required
SC30	N/A	Not Serviceable
SC31	1-14 Business Days	Yes
SC32	1-9 Business Days	Yes
SC33	3-6 Business Days	No
SC34	1-3 Business Days	No

# FW – Fixed Wireless

- The network utilises dedicated hybrid 4G/5G technology to transmit data over radio signals from a transmission tower to an nbn outdoor antenna fitted to your premises by an approved nbn technician.
- The signal then travels from the antenna to an nbn connection box installed inside the premises, before being transmitted to your connected devices.



Service Class (SC)	Timeframe	Tech Required
SC4	N/A	Not Serviceable
SC5	1-19 Business Days	Yes
SC6	1-14 Business Days	Yes

# Quiz Time!

Is mate connected directly to the NBN network?

# Internet Customer Journey

## nbn customer journey

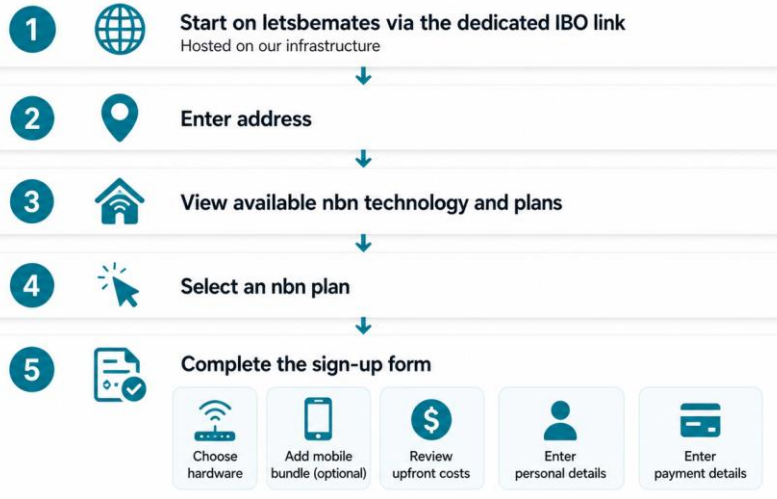
### Stage 1: Website



1-5

### Website

Customer journey



## nbn customer journey

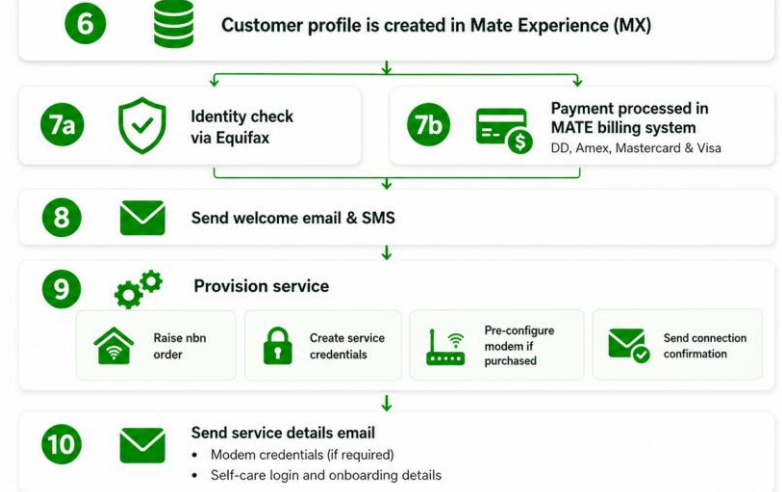
### Stage 2: Mate Experience System



6-10

### Mate Experience System

MX backend systems & provisioning



# Internet to your home vs WiFi in your home: What is the difference?

Supporting customers with the right knowledge is important for the best possible experience



nbn control

MATE control if supplied



The Wild West (aka customers home)

**Typical customer challenge which drives customer frustration**

Customer: "My Wi-Fi isn't working"  
ISP: "I can see your internet is connected to your home, so it must be an issue within your home"  
Customer: "No, it's your fault and I'm not paying my bill"

# Setting expectations correctly

- Existing vs new connection timeframes
- Potential fees where applicable
- Setting realistic speed expectations
- Avoid surprising the customer later



# What customers actually care about..

## Customer

1. Will streaming work properly?
2. Can the whole family use it?
3. Will gaming and Zoom calls be stable?
4. What speed should they choose?
5. Keep explanations simple and relatable



## Plan Type

1. Translate technology into real-world outcomes
2. Light internet user = **Lower speed plan.**
3. Family household with multiple devices? **Mid-tier plan is the sweet spot.**
4. Heavy usage, work from home, or a gamer? **Higher speed plan!**

Customers don't need technical jargon, They just want confidence that the service will suit their household.

# Before submitting an NBN order..

## Customer

1. Confirm the exact address
2. Check technology availability
3. Match the plan to customer usage
4. Check if the property already has an active service
5. Identify if additional equipment is needed

# Let's talk about internet...

Plan	Promo price (first 6 months)	Key features	Promo code / offer
Crikey <b>25/10</b>	<del>\$76</del> <b>\$51</b> per month	<ul style="list-style-type: none"> <li>Unlimited data</li> <li>1-2 users</li> <li>SD streaming</li> </ul>	<b>MATE25</b> \$25 off p/m for 6 months
Ripper <b>50/20</b>	<del>\$86</del> <b>\$66</b> per month	<ul style="list-style-type: none"> <li>Unlimited data</li> <li>2-3 users</li> <li>HD streaming</li> </ul>	<b>RIPPER20</b> \$20 off p/m for 6 months
No Worries <b>100/20</b>	<del>\$96</del> <b>\$71</b> per month	<ul style="list-style-type: none"> <li>Unlimited data</li> <li>4-5 users</li> <li>HD 4K streaming</li> </ul>	<b>MATE25</b> \$25 off p/m for 6 months
You Beaut <b>100/40</b>	<del>\$106</del> <b>\$81</b> per month	<ul style="list-style-type: none"> <li>Unlimited data</li> <li>4-5 users</li> <li>HD 4K streaming</li> </ul>	<b>MATE25</b> \$25 off p/m for 6 months
No Worries <b>500/50</b>	<del>\$96</del> <b>\$71</b> per month	<ul style="list-style-type: none"> <li>Unlimited data</li> <li>6+ users</li> <li>Heavy usage</li> </ul>	<b>MATE25</b> \$25 off p/m for 6 months
Fair Dinkum <b>750/50</b>	<del>\$121</del> <b>\$96</b> per month	<ul style="list-style-type: none"> <li>Unlimited data</li> <li>7+ users</li> <li>Big households</li> </ul>	<b>MATE25</b> \$25 off p/m for 6 months
Flamin' Fast <b>1000/100</b>	<del>\$126</del> <b>\$101</b> per month	<ul style="list-style-type: none"> <li>Unlimited data</li> <li>10+ users</li> <li>Power users</li> </ul>	<b>MATE25</b> \$25 off p/m for 6 months
Scorchin' Fast <b>2000/200</b>	<del>\$166</del> <b>\$141</b> per month	<ul style="list-style-type: none"> <li>Unlimited data</li> <li>10+ users</li> <li>Power users</li> </ul>	<b>MATE25</b> \$25 off p/m for 6 months

- Internet starting from \$41 p/m when bundled with mobile
- No contracts ever
- Unlimited data on all plans
- 1<sup>st</sup> month risk guarantee
- Plans as high as 2Gbps



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# How to sign up an nbn service.. FAQ's

- How do I know if the modem is compatible and not locked?
- What if the address requires an AVC ID and I don't have it?
- Can we receive the modem earlier if we have delayed the activation date?
- What do I do if we are unable to locate the address on the website?
- What should I do if my customer hasn't used my IBO storefront?
- What is the process for transferring a VoIP number?

# The quick customer check-list for their nbn connection



**Hardware**  
(the age & specs)

## The variables to consider...

- nbn connection type
- # of devices in the home
- # of users in the home
- Size of home
- Type of internet usage



**Speed**  
(download vs upload)



You can't buy a Smart Car and expect it to perform like a Ferrari



# We don't take our mates for granted...

## Custom IBO sales support, made for you!



Conxxion IBO dedicated support line:  
Open 8:30am – 6.30pm, Monday to Friday  
Call us on 1300 952 675



Conxxion IBO dedicated email inbox:  
[conxxion@letsbemates.com.au](mailto:conxxion@letsbemates.com.au)



Conxxion dedicated support website:  
[mateconXXion.com.au](http://mateconXXion.com.au)



Conxxion dedicated online live chat:  
Available at [mateconXXion.com.au](http://mateconXXion.com.au)

Scan to add me  
to your contacts



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# Other partner sale confusion..

Mate has other partners who resell our services.

As of late, we have seen an increase in the number of IBO sales who are using these widgets, which no longer attributes the sale to your IBO code.

Please ensure that you **ARE NOT** using these widgets when completed a sale!!

The screenshot displays the mate. website interface. At the top, the header reads "lets be mates" with a progress bar showing "1 - build plan" and "2 - confirm order". Below this, a green banner says "1 i want a mobile phone service". Three mobile plans are listed:

- \$25 good mates 15gb**: a sim-only, post-paid mobile service for residential use. 4g only plan offering capped 100mbps download speeds. access to download speeds of 10mbps up to a speed cap of 100mbps on 4g.
- \$30 better mates 25gb**: a sim-only, post-paid mobile service for residential use. 4g only plan offering capped 100mbps download speeds. access to download speeds of 10mbps up to a speed cap of 100mbps on 4g. (This option is selected with a yellow checkmark.)
- \$35 great mates 32gb**: a sim-only, post-paid mobile service for residential use. 4g & 5g plan offering capped 150mbps download speeds. access to download speeds of 10mbps up to a speed cap of 150mbps on 4g and 5g.

On the right side, there are two coupon widgets. The top one says "2 Coupons Found!" with a "Get 100 to 3100 points back" offer and an "Apply Coupons" button. The bottom one says "10 COUPONS FOUND!" with a "Coupon Success Rate High" indicator and an "Apply Coupons" button. A small notification at the bottom right states "Coupert helped Mate shoppers save \$7,430 with coupons."

# Strive for **More...**

conxxion  
**STRIVE FOR**  
\*T&Cs apply

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**STRIVE FOR**  
**MORE**

Successfully refer **3 MATE services** in a calendar month and receive a **\$25 credit on your own MATE Mobile or NBN account** the following month.\*

Refer **5 MATE services** in the same calendar month and receive a **\$50 credit on your own MATE Mobile or NBN account** the following month.\*

Sign up and Activate MATE services in a calendar month and receive a \$25 or \$50 credit on your own MATE Mobile or NBN account the following month!

## **3 Services = \$25 Credit**

Help 3 people switch to MATE in one month and earn a \$25 account credit.

## **5 Services = Another \$25 Credit**

Add 2 more services and earn a second \$25 credit.

## **Start with 3. Grow from there.**

Build momentum. Build confidence. Build recurring income.



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# Key takeaways from today:

1. Clear expectations upfront support a smoother overall experience.
2. Guide the customer journey confidently.
3. Prevent issues before they happen.

Guide the customer properly before the order goes in.

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