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Session 3: Real Scenarios &  
Practical Guidance – Mobile  
Focus

# 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

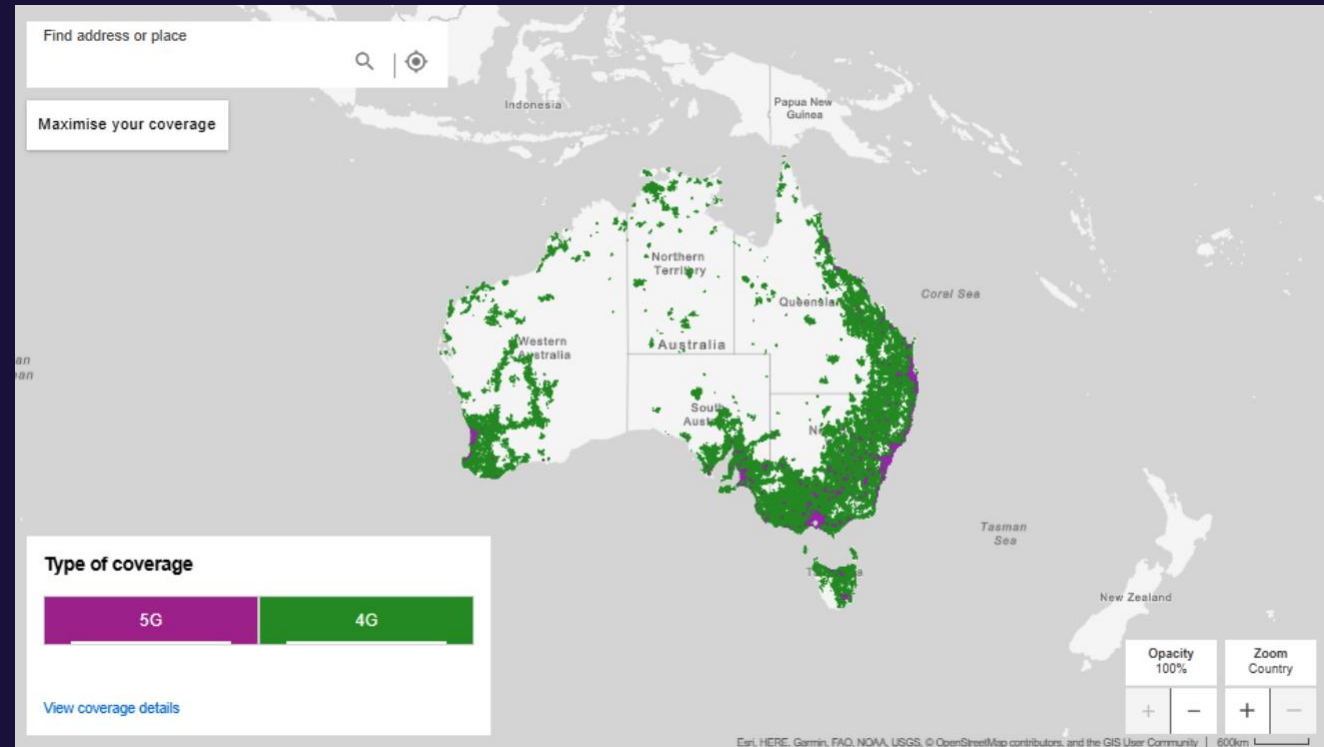
1. MATE is connected directly to nbn (not via a wholesaler like most of our competitors)
2. We make the internet we sell (we don't buy from another provider)
3. Unlimited data on all internet plans
4. No lock-in contracts
5. We support ALL unlocked nbn compatible hardware on our network
6. Home phone 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!

# Mobile coverage map..

## Australias trusted network.

- MATE uses the Telstra Wholesale Mobile Network
- The Telstra Wholesale Mobile Network coverage area reaches more than 98.8% of the Australian population
- Plans available on both the 4G and 5G network

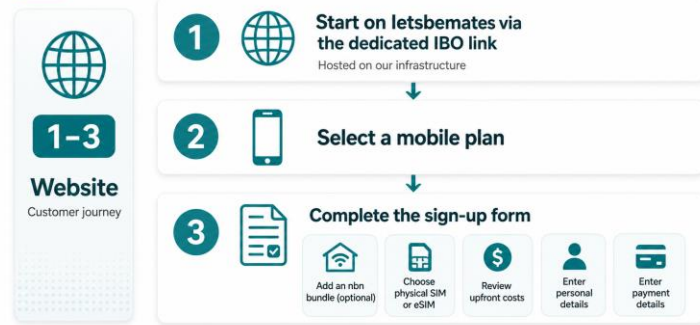


# Mobile Customer Journey

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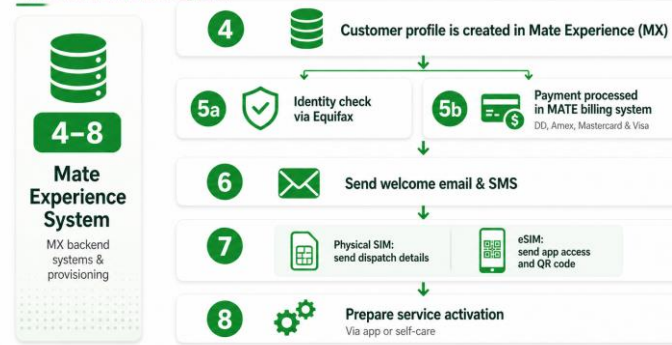
## Mobile customer journey

### Stage 1: Website



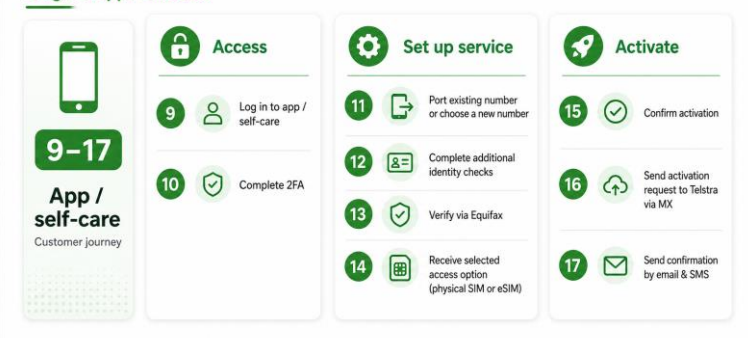
## Mobile customer journey

### Stage 2: Mate Experience System



## Mobile customer journey

### Stage 3: App / self-care



# Physical SIM vs eSIM

## Physical SIM

- A physical SIM card is the traditional type of SIM used in mobile devices.
- Unlike eSIM, a physical SIM is a removable card that must be inserted into the phone to be used
- Physical SIMs can either:
  - be posted directly to the customer
  - supplied by an IBO or team leader if stock is available.
- Once the SIM card has been inserted into the device, the customer can activate the service through the Self Care Portal or myMATE app.
- Physical SIMs are compatible with most mobile devices, making them a simple and familiar option for many customers.

# Physical SIM vs eSIM

## eSIM

- eSIM, short for embedded SIM, is a new technology that allows mobile devices to have a digital SIM card embedded directly into the device's hardware.
- Unlike traditional SIM cards, which are physical cards that must be inserted and shipped into a device, eSIMs are built into the device itself.
- eSIM also means you don't need to wait for a SIM card to be shipped out, meaning quicker activation times!
- Before selecting eSIM with MATE, it's important that you ensure the device is compatible with eSIM.

# Quiz Time!

Which network does mate mobile operate on?

Telstra, Optus, Vodafone?

# What customers actually care about..

## Customer

1. Can I keep my number?
2. How long does activation take?
3. Will my service stop working?
4. What if my eSIM doesn't work?
5. Will I lose my contacts?
6. Customers want confidence more than technical explanations



# Before submitting a mobile order..

## Customer

1. Confirm customer details
2. Confirm email address
3. Confirm mobile number
4. Check eSIM compatibility
5. Explain porting expectations
6. Confirm delivery details

Most activation issues start with incorrect information



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# Real customer scenarios..

## Customer

1. 'My mobile data isn't working'
2. 'My number hasn't transferred yet'
3. 'My eSIM won't activate'
4. 'I entered the wrong details'

Guide calmly and set expectations clearly

# Internet vs Mobile expectations..

1. Internet issues often involve home setup and Wi-Fi
2. Mobile issues often involve activation and device setup
3. Coverage, compatibility and setup all matter
4. Most frustration comes from unclear expectations



# How to sign up a mobile service..

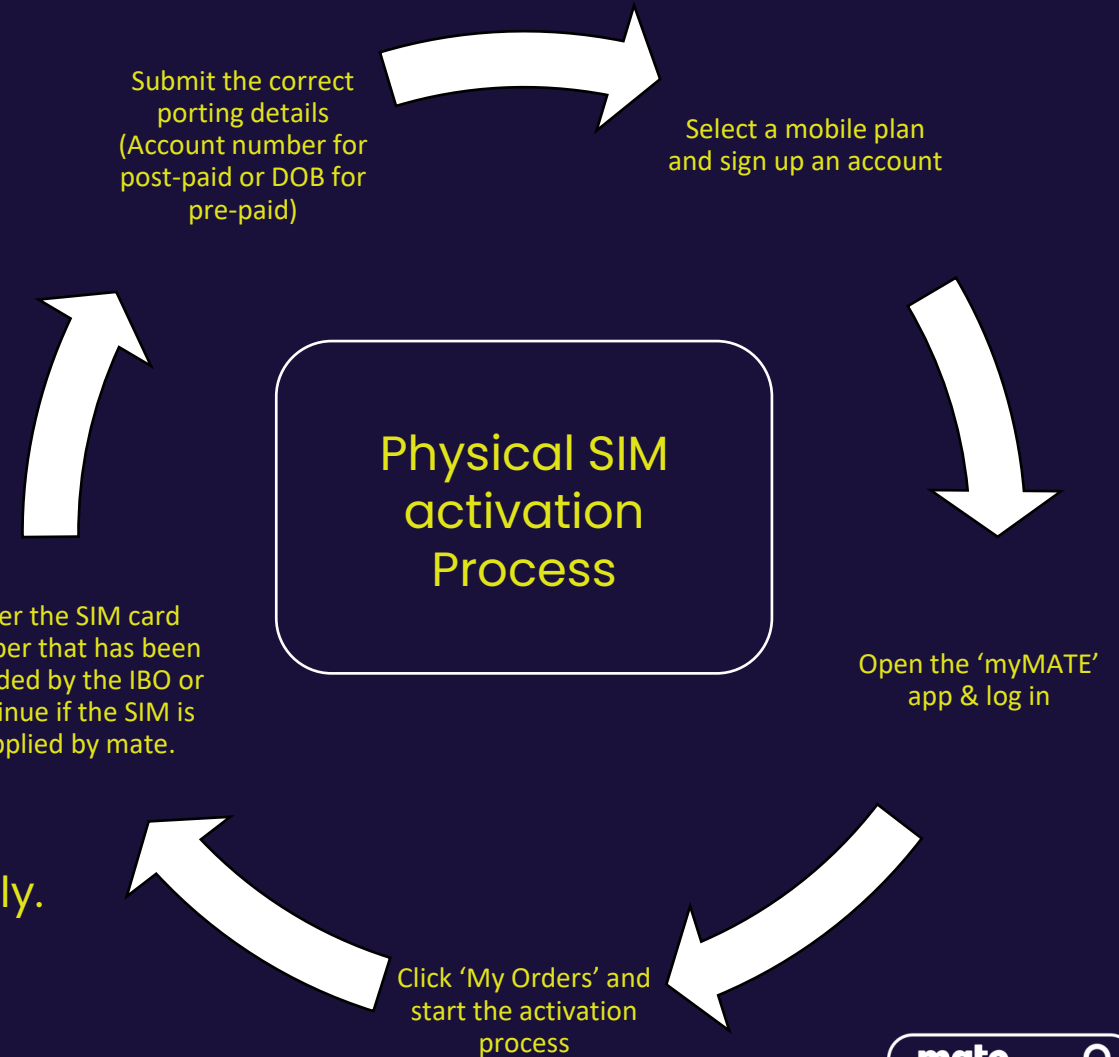


# How to activate a physical SIM mobile service..

1. Log into myMATE or Self Care
2. Open My Orders
3. Click Activate
4. Enter SIM card number
5. Submit porting details or choose new number

**Important: Customers should NOT remove their old SIM until porting is complete!**

Porting details must match the previous provider exactly.

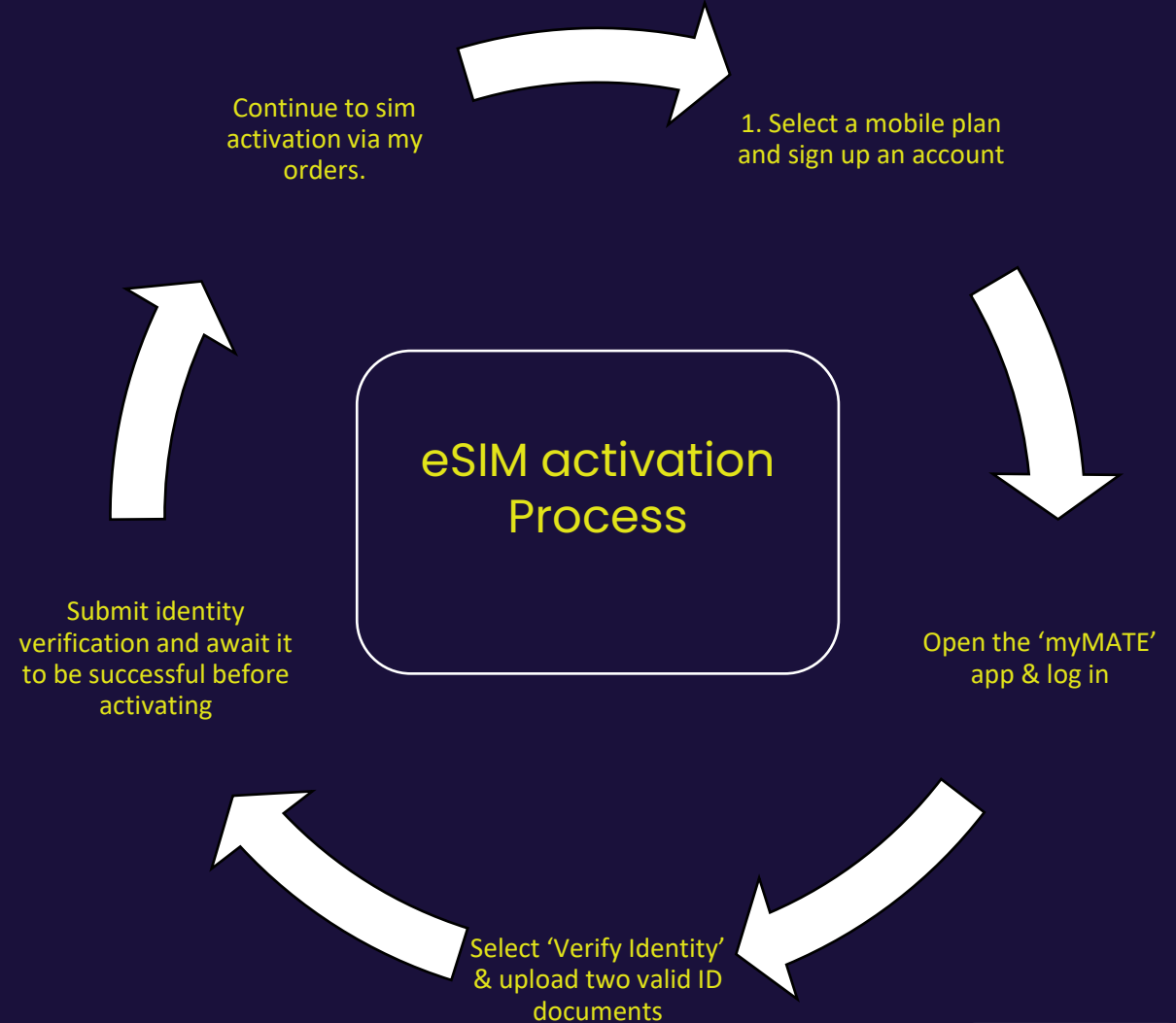


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# How to activate a eSIM mobile service..

1. Log into myMATE or Self Care
2. Verify Identity
3. Open My Orders
4. Click Activate
5. Complete eSIM activation
6. Submit porting details or choose new number



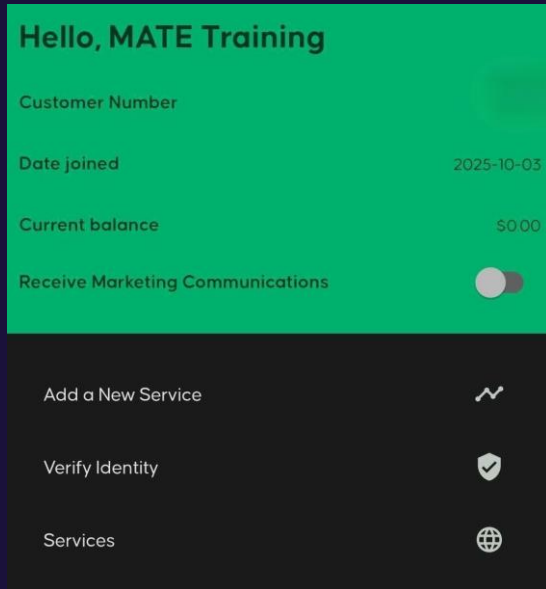
Always confirm eSIM compatibility before signup.



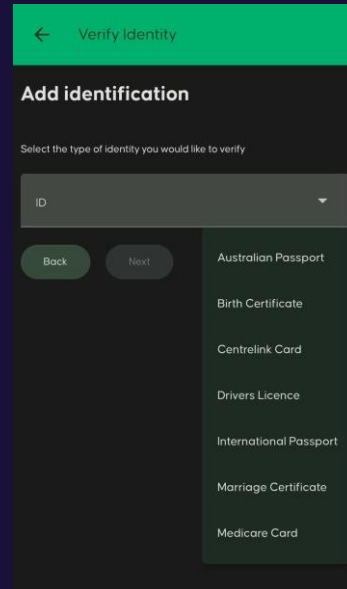
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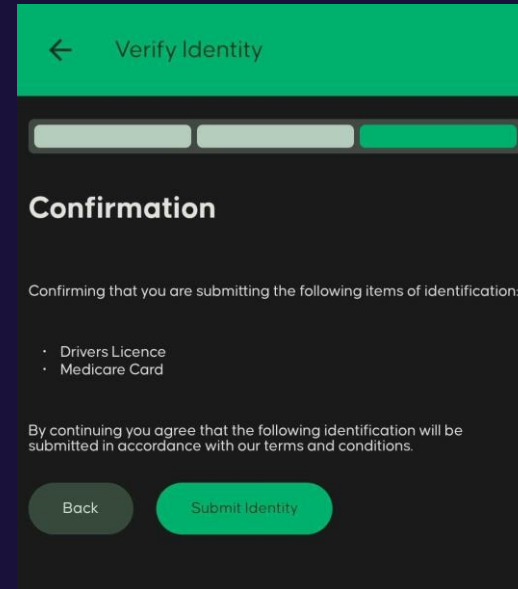
# How to activate an eSIM mobile service..



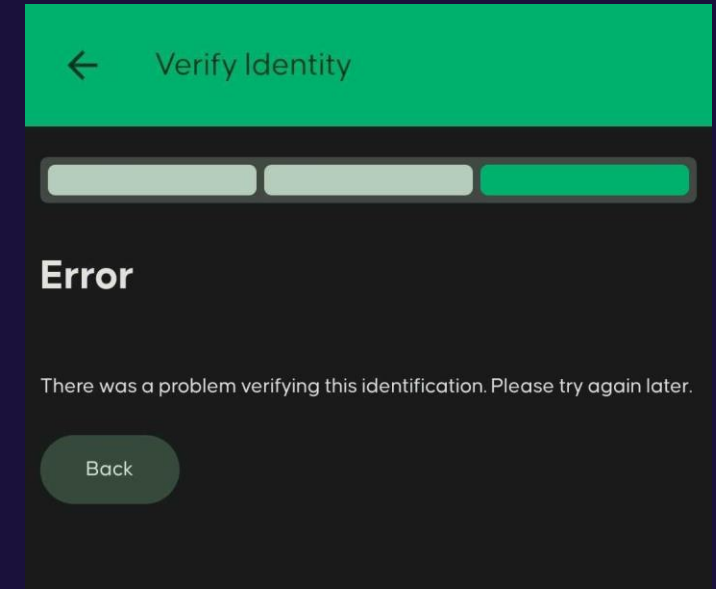
Click Verify Identity



Select the ID type and enter relevant details



Confirmation that the identification is correct



Identification is incorrect

EXCLUSIVE

# Conxxion mobile plans

## Exclusive mobile plans

### Top Mates

**42GB**  
**\$32** per month

1000GB databank

Unlimited talk & text

Unlimited calls to 15 international countries

5G (capped at 150mbps)\*

Voice over LTE and Wi-Fi calling.

Telstra Wholesale Network.

### Elite Mates

**120GB**  
**\$47** per month

1000GB databank

Unlimited talk & text

Unlimited calls to 15 international countries

5G (capped at 150mbps)\*

Voice over LTE and Wi-Fi calling.

Telstra Wholesale Network.



Surprisingly good mobile



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internet ♥ mobile

#### Terms and conditions:

\*Download speeds are capped at 150Mbps on 4G and 5G. Speeds may vary by location and device. 15 selected countries are not interchangeable.




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# Surprisingly good mobile



Plan	Price	Data	Speed	Unlimited Talk & Text	Included Features	International Call & Text included on all plans to these Countries
<b>Better Mates</b>	<b>\$32</b>	<b>32GB</b> Data Bank <b>1000GB</b>	<b>5G.</b> Speeds capped at 150mbps	✓	<ul style="list-style-type: none"> <li>eSIM &amp; Physical SIM available</li> <li>Voice over LTE and Wi-Fi calling.</li> <li>Telstra Wholesale Network.</li> </ul>	<p>Canada, China, Germany, Greece, Hong Kong, India, Ireland, Malaysia, New Zealand, Singapore, South Korea, Thailand, United Kingdom, USA &amp; Vietnam*</p>  <p>*15 countries are not interchangeable</p>
<b>EXCLUSIVE</b>						
<b>Top Mates</b>	<b>\$32</b>	<b>42GB</b> Data Bank <b>1000GB</b>	<b>5G.</b> Speeds capped at 150mbps	✓	<ul style="list-style-type: none"> <li>eSIM &amp; Physical SIM available</li> <li>Voice over LTE and Wi-Fi calling.</li> <li>Telstra Wholesale Network.</li> </ul>	
<b>Best Mates</b>	<b>\$42</b>	<b>60GB</b> Data Bank <b>1000GB</b>	<b>5G.</b> Speeds capped at 150mbps	✓	<ul style="list-style-type: none"> <li>eSIM &amp; Physical SIM available</li> <li>Voice over LTE and Wi-Fi calling.</li> <li>Telstra Wholesale Network.</li> </ul>	
<b>EXCLUSIVE</b>						
<b>Elite Mates</b>	<b>\$47</b>	<b>120GB</b> Data Bank <b>1000GB</b>	<b>5G.</b> Speeds capped at 150mbps	✓	<ul style="list-style-type: none"> <li>eSIM &amp; Physical SIM available</li> <li>Voice over LTE and Wi-Fi calling.</li> <li>Telstra Wholesale Network.</li> </ul>	
<b>Soul Mates</b>	<b>\$57</b>	<b>160GB</b> Data Bank <b>1000GB</b>	<b>5G.</b> Speeds capped at 250mbps	✓	<ul style="list-style-type: none"> <li>eSIM &amp; Physical SIM available</li> <li>Voice over LTE and Wi-Fi calling.</li> <li>Telstra Wholesale Network.</li> </ul>	



### Bundle and Save

\$10 off p/m when bundled with nbn



### Keep 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

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# Your role & MATE's role!

## IBO

IBOs can assist with:

1. signup guidance
2. plan selection
3. activation walkthroughs
4. expectation setting



## MATE

MATE support should assist with:

1. failed activations
2. billing issues
3. technical faults
4. account-specific issues

IBOs guide the customer. MATE manages the service.



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# 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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# May is for *your* MATEs

**The MATE Leaderboard:** Keep the MATE conversations going throughout May and see where you rank.

## Weekly Top Mate Referrers

Recognising the top personal MATE referrers each week throughout May.

## Top New Mate Referrers

Recognising the IBOs who refer MATE services for the first time during May.

## Top MATE Personal Referrals

Recognising the IBOs who have referred the highest number of MATE services during May.

### Week 3 ( 11– 17 May 2026):

1. Lavis, Abigal
2. Losalu, Tapukitea W
3. Fifita, Amelia
4. Yane And Erik Brito
5. David & Joanne Goard

### As of 19 May 7pm:

1. Losalu, Tapukitea W
2. Ankar Online Pty Ltd ,
3. Taliauli, Kalolaine
4. Latu, Penikula
5. Tanaki, Kaleni
6. Taufouu, Silia T
7. Wendt, Marcia V
8. Zaatiti, Maureen
9. Prasad, Kausul
10. Esteban, Elvin

### Scan to see!



**Please note:** Leaderboards are based on **active mobile services**, plus **active or pending NBN services** submitted during the relevant leaderboard period. Final results may be subject to validation.

# After you sell, we keep selling for you!



Every additional service that is added to a customer's account which was originally signed up by an IBO, you keep earning!

(even if you didn't sell them the additional service).

# 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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# Lifetime commission!

- Earn commissions while customers remain active
- One customer today can generate income over time
- Recurring services create recurring income

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# Key takeaways from today:

1. Mobile is simple when expectations are clear
2. Accurate details prevent most activation issues
3. Guide customers confidently through activation
4. Know when to escalate to MATE support

Guide the customer properly before activation begins.

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