mate. internet mobile | conxxion

IBO Sales Guide

Start selling MATE today!

WHO IS MATE?



From a backyard to a national telco

MATE started in a backyard in Smithfield, Western Sydney, with a couple of laptops and one simple idea: Aussies deserved better from their telco.

Today, we're a proudly Aussie-owned telco providing nbn internet, mobile and home phone services to customers right across Australia. we do things differently. No lock-in contracts, straightforward plans, great value and real Aussie support. No complicated jargon or the usual telco run-around.

We're not the cheapest, and we're not trying to be. We believe customers deserve a provider they can trust, one that offers great service, fair pricing and genuinely looks after them.

With the help of our IBO partners, we're bringing that experience to more Australians every day.

Our goal is simple: to get Aussies to love their internet, love their mobile and love their provider.

Why customers choose MATE?

- No lock-ins
- Unlimited nbn plans
- Simple mobile options
- Home phone available
- Real Aussie support
- Fair-go value

ASK THESE 6 QUESTIONS

Start with the customer, then match the service.

1. **What's your address?**
   Check what MATE services are available.

2. **How many people are online at home?**
   Helps match the right nbn plan.

3. **What do you use the internet for most?**
   Streaming, gaming, working, video calls or browsing.

4. **Are you with another provider now?**
   Check internet and mobile contract status

5. **Do you have an unlocked BYO modem?**
   MATE offers a range of modem/routers to suit their needs.

6. **Do you need mobile or home phone too?**
   Great chance to bundle more services with MATE.

SELLING TIPS, CHECKLIST AND IBO SUPPORT

If they haven't heard of MATE:

"Fair enough. MATE is Aussie-owned and built around simple plans, no lock-ins and real local support."

If they don't know what speed they need:

"No worries. Let's look at how many people are online in your household and what they're doing."

Before they sign up, check:

- ✓ Service address
- ✓ Current provider and contract status
- ✓ Modem compatibility
- ✓ Medical or security alarms
- ✓ Home phone or number transfer needs
- ✓ Best email and mobile number
- ✓ Mobile add-on opportunity

If they ask about price:

"MATE is about strong value, not cheap tricks. You get simple plans, no lock-ins and support that actually helps."

If they already have internet sorted:

"No dramas. Who are you with for mobile? MATE has no-lock-in mobile plans, including exclusive partner options."

Real people.
Real support.
Right here in Australia.



MATCH THE CUSTOMER TO THE NBN PLAN

Help them choose the right nbn plan

Customer type	Best-fit MATE nbn plan	Typical busy period speed
Light users, singles or couples	**Crikey** 25/10	25/10 Mbps
Everyday homes and streamers	**Ripper** 50/20	49/19 Mbps
Families and working from home	**No Worries** 100/20	97/19 Mbps
Better uploads for work, video calls or sharing files	**You Beaut** 100/40	97/36 Mbps
Big households with lots of devices	**No Worries** 500/50	485/46 Mbps
Small business, very large households, creators, serious gamers or extremely heavy users	**Fair Dinkum** 750/50	713/46 Mbps
Small business, very large households, creators, serious gamers or extremely heavy users	**Flamin' Fast** 1000/100	913/94 Mbps
Small business, very large households, creators, serious gamers or extremely heavy users	**Scorchin' Fast** 2000/200	1831/196 Mbps

SPEED NOTE:

Typical busy period speeds are based on speed tests between 7pm and 11pm. Actual speeds may be lower and can be affected by home wiring, modem quality, Wi-Fi distance, connected devices, network conditions and other factors.

DON'T FORGET MOBILE AND VOIP

Mobile is the easy add-on

Once the customer is interested in internet, ask:
"Who are you with for mobile?"

MATE mobile plans are simple, month-to-month and easy to recommend. Plus they save a further $10 off their monthly bill when bundled.

Customers get:

- No lock-in contracts
- Data banking
- eSIM or physical SIM options
- Access to the Telstra Wholesale Mobile Network
- International talk & text to 15 selected countries
- International Roaming Packs
- Unlimited talk & text to standard Australian numbers



Exclusive mobile plans

IBOs can offer exclusive MATE mobile plans that give customers more choice and strong value.

Exclusive mobile plan	Good for
Top Mates	Customers who want a strong value mobile plan with plenty of data
Elite Mates	Heavier mobile users who want more data without the big telco feel

HOME PHONE, SORTED

Some customers still need a home phone. MATE can offer nbn home phone using VoIP, which lets customers make calls through their internet service.
Ask: "Do you still use a home phone?"

QUICK NOTE

VoIP needs an active internet service and power to work. If the power or internet goes out, the home phone may not work, including calls to emergency numbers.

IBO REMINDER

Residual income: Every active service matters. Internet is a great start, but adding mobile where suitable can create more value for the customer and more residual opportunity for the IBO.

Strive for 5: MATE also offers the Strive for 5 incentive where if you sign up and activate 5 services in a calendar month, you receive $50 credit on your own MATE account.

NEED HELP WITH A SALE?

Contact the MATE team.

- **1300 952 675** (IBOs only)
- **Mon to Fri** 8:30am to 6:30pm AEST
- **Conxxion@letsbemates.com.au**
- **Order SIM cards or use Live Chat:** mateconxxion.com.au



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