



MATE Products and Services

Mobile plans

- Telstra MVNO
- 4G services via the Telstra 4G wholesale network
- 5G services via the Telstra full 5G retail network
- 5G covering 75% of the Australian population (up to 250mbps)
- No contract plans starting from \$25 per month
- Unlimited talk + text to standard Aus numbers
- Unlimited talk + text to 15 selected countries (\$30 plan and up)
- Exclusive partner plans available

nbn internet plans

- MATE is connected directly to all nbn POI's
- We make the internet we sell (we don't wholesale from another provider)
- MATE has its own network and corresponding infrastructure
- Unlimited data on all plans
- Plans up to 250mbps (depending on nbn premise technology)
- We support all unlocked nbn compatible hardware on our network
- Bundle internet and save a further \$10 per month
- Home phone service via VoIP available as an add-on with our nbn internet plans.

How can customers sign up to MATE?

It is important to ensure that your customer is using the unique website link you received from your MATE account manager.


If you are unsure, please contact the dealer support team on [1300 952 675](tel:1300952675).





Signing up for mobile

Firstly, you will need to select a mobile plan type. There are 3 options for this:

1. All mobile plans
2. 4G mobile plans
3. 5G mobile plans

- 

simple activation
transfer your mobile number or get a new number - eSIM available
- 

unlimited talk & text
within Australia and to 8 selected international countries*
- 

no lock-in contracts
no commitment and data banking on all plans.

select your plan

all mobile plans

4G mobile plans

5G mobile plans






Good Mates 12GB data \$25/month	Better Mates 25GB data \$30/month	<div style="background-color: #000080; color: white; padding: 2px; font-size: 8px;">5G enabled</div> Great Mates up to 64GB* data \$35/month <small>DOUBLE DATA FOR 2 MONTHS</small>	<div style="background-color: #000080; color: white; padding: 2px; font-size: 8px;">5G enabled</div> Best Mates up to 100GB* data \$40/month <small>DOUBLE DATA FOR 2 MONTHS</small>	<div style="background-color: #000080; color: white; padding: 2px; font-size: 8px;">5G enabled</div> Brilliant Mates up to 150GB* data \$45/month <small>DOUBLE DATA FOR 2 MONTHS</small>	<div style="background-color: #000080; color: white; padding: 2px; font-size: 8px;">5G HOT OFFER!</div> Elite Mates up to 200GB* data \$45/month <small>DOUBLE DATA FOR 2 MONTHS</small>	<div style="background-color: #000080; color: white; padding: 2px; font-size: 8px;">5G enabled</div> Soul Mates up to 300GB* data \$55/month <small>DOUBLE DATA FOR 2 MONTHS</small>
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\$30

Better Mates
25GB data

sign-up now

need help choosing the right plan?

-  **4G data**
25GB of data per month (includes 100MB of 4G LTE and 20MB of 3G speeds)
-  **data banking**
100MB of banked data
-  **unlimited talk & text**
to standard 4-digit numbers
-  **unlimited international calls & sms**
to 8 selected countries
-  **view the critical information summary**


-  **eSIM available**
quick and simple activation with eSIM
-  **Voice over LTE and Wi-Fi calling**
works and Wi-Fi calling enabled
-  **100% Australian support**
with no contracts and no plan change fees
-  **save when you bundle**
bundle mobile and internet to save

MATE uses the Telstra Wholesale Mobile Network. [Learn more here.](#)


[more information about network coverage](#)




Once you and your customer have decided on the correct plan for their needs, you will then select the yellow 'sign-up now' button which will take your customer to the 'sign-up form'.



simple activation
transfer your mobile number or get a new number - eSIM available



unlimited talk & text
within Australia and to 15 selected overseas countries!











no lock-in contracts
no commitment and data banking on all plans

select your plan

all mobile plans

4G mobile plans

5G mobile plans

	5G enabled	5G enabled	5G enabled	5G 4G OFFER!	5G enabled
Good Mates 12GB data \$25/month	Better Mates 25GB data \$30/month	Great Mates 5GB 54GB* data \$35/month <small>DOUBLE DATA FOR 3 MONTHS! USE CODE: DOUBLEDATA</small>	Best Mates 5GB 100GB* data \$40/month <small>DOUBLE DATA FOR 3 MONTHS! USE CODE: DOUBLEDATA</small>	Brilliant Mates 5GB 130GB* data \$45/month <small>DOUBLE DATA FOR 3 MONTHS! USE CODE: DOUBLEDATA</small>	Elite Mates 5GB 200GB* data \$45/month <small>DOUBLE DATA FOR 3 MONTHS! USE CODE: DOUBLEDATA</small>
<div style="background-color: #007060; color: white; border-radius: 50%; width: 40px; height: 40px; display: flex; align-items: center; justify-content: center; margin: 0 auto;"> \$30 per month </div> <div style="margin-top: 10px;"> <h3 style="margin: 0;">Better Mates</h3> <p style="margin: 0;">25GB data</p> </div> <div style="margin-top: 10px;"> <div style="background-color: #007060; color: white; padding: 5px; border-radius: 5px; display: inline-block;">sign-up now</div> </div> <div style="margin-top: 10px;"> <div style="background-color: #007060; color: white; padding: 5px; border-radius: 5px; display: inline-block;">need help choosing the right plan?</div> </div>	<ul style="list-style-type: none">  4G data 25GB of data per month download speeds are capped at 100Mbps on 4G <small>read more on page 12 page 12</small>  data banking 500GB of banked data  unlimited talk & text to standard Aussie numbers  unlimited international calls & sms to 15 selected countries  read the critical information summary 	<ul style="list-style-type: none">  eSIM available quick and simple activation with eSIM  Voice over LTE and Wi-Fi calling VoLTE and Wi-Fi calling enabled  100% Australian support with no contracts and no plan change fees  save when you bundle bundle mobile and internet to save 			

MATE uses the Telstra Wholesale Mobile Network. [learn more here.](#)

[more information about network coverage](#)



Once selected, you will have the 'mate order form' pop up in another tab another tab..

It will have the plan selected on the previous page highlighted in blue (1).

On this page is where you will enter any applicable promotional code (2).

lets be mates

1 - build plan 2 - confirm order

1 I want a mobile phone service

- \$25 good mates 12gb**
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.
- \$35 great mates 32gb**
a sim-only, post-paid mobile service for residential use. 4g & 5g plan offering capped 100mbps download speeds, access to download speeds of 10mbps up to a speed cap of 100mbps on 4g and 5g.
- \$40 best mates 50gb**
a sim-only, post-paid mobile service for residential use. 4g & 5g plan offering capped 100mbps download speeds, access to download speeds of 10mbps up to a speed cap of 100mbps on 4g and 5g.
- \$45 brilliant mates 65gb**
a sim-only, post-paid mobile service for residential use. 4g & 5g plan offering capped 100mbps download speeds, access to download speeds of 10mbps up to a speed cap of 100mbps on 4g and 5g.
- \$55 soul mates 150gb**
a sim-only, post-paid mobile service for residential use. 4g & 5g plan offering capped 250mbps download speeds when connected to 5g, typical download speeds are 10mbps up to the speed cap of 250mbps, while when connected to 4g typical download speeds are 5mbps to 100mbps.
- \$45 elite mates 100gb (exclusive)** ✓
a sim-only, post-paid mobile service for residential use. 4g & 5g plan offering capped 100mbps download speeds, access to download speeds of 10mbps up to a speed cap of 100mbps on 4g and 5g.

add a promo code

I would like an esim instead of a physical sim card
please ensure you have a computer handy if selecting esim. more information [here](#).

I need a sim card posted to me because I don't have one already supplied by mate.

I want another mobile plan

continue



Once this has been completed you will be prompted to select an eSIM or a physical SIM. If you have a MATE physical SIM card on hand you can untick the box saying “I need a sim card posted to me because I don’t have one already supplied by mate”. This will allow you to activate the sim service after the order has been completed.

If you do not have a supplied SIM card from MATE on hand, you will just need to leave the box ticked. This will result in a SIM card being shipped to your customer.

(1). Once selected it will then ask if you would like an esim instead of a physical sim. If you would like an eSIM please select this option (2). **Note: If selecting eSIM please ensure the customer is using a compatible handset.** If you would like to add an additional SIM plan, please select ‘I want another mobile’ (4).

I want to bundle my mobile too

\$29

good mates 12gb

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.

\$35

great mates 32gb

a sim-only, post-paid mobile service for residential use. 4g & 4g plus offering capped 100Mbps download speeds, access to download speeds of 10Mbps up to a speed cap of 100Mbps on 4g and 5g.

\$40

best mates 50gb

a sim-only, post-paid mobile service for residential use. 4g & 4g plus offering capped 100Mbps download speeds, access to download speeds of 10Mbps up to a speed cap of 100Mbps on 4g and 5g.

\$45

brilliant mates 65gb

a sim-only, post-paid mobile service for residential use. 4g & 4g plus offering capped 100Mbps download speeds, access to download speeds of 10Mbps up to a speed cap of 100Mbps on 4g and 5g.

\$45

elite mates 100gb (exclusive)

a sim-only, post-paid mobile service for residential use. 4g & 4g plus offering capped 100Mbps download speeds, access to download speeds of 10Mbps up to a speed cap of 100Mbps on 4g and 5g.

1

\$55

soul mates 150gb

a sim-only, post-paid mobile service for residential use. 4g & 4g plus offering capped 100Mbps download speeds, when connected to 5g, typical download speeds are 10Mbps up to the speed cap of 250Mbps, while when connected to 4g typical download speeds are 10Mbps for 100Mbps.

\$0

I don't need a mobile

as I don't need a great mobile service on a blazing fast network.

I would like an esim instead of a physical sim card 2

please ensure you have a compatible handset & verify that you are compatible [here](#)

I need a sim card/posted to me because I don't have one already supplied by mate 3

I want another mobile 4



Once you have selected to continue it will take you to the 'tell us some more about yourself' page.

This is where you enter the details you would like on the account. You will also select if you would like the modem or SIM card delivered to a different address. You will also need to agree to our terms and conditions.

1 tell us some more about yourself

i'm a business

first name*

mate ✓

middle name

✓

last name*

mate ✓

email*

mate@letsbemates.com.au ✓

password* ⁱ

***** ✓

confirm password*

***** ✓

date of birth*

12/12/1991 ✓

mobile number*

0414111222 ✓

phone number

(02) 9000 9000

occupancy type*

Renting × ✓

where did you hear about us?*

Other × ✓

delivery address the same as site address

By continuing, You acknowledge that you have read, understood, consented and agreed that:

1. The terms and conditions upon which we supply the Service(s) that You are purchasing from Us are those contained in our Standard Form of Agreement; and
2. We will bill (and if applicable direct debit You) for the Service(s) that You purchase from Us on their Start Date(s).

next

2 what are your payment details




After you have filled in your details and selected yes, you will be prompted to enter your payment details.

Please note we only accept payments via debit or credit card (Visa, Mastercard or American Express)


Once you have submitted the Credit/Debit card details you select 'confirm' which will then complete the order.

✔ thanks for your account details [edit account](#)

2 what are your payment details

Credit Card 

first name ✔ last name ✔

card number 

card expiry ccv

[confirm](#)

Upon order completion, your customer will receive a confirmation email with the next steps required complete the activation.