



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.

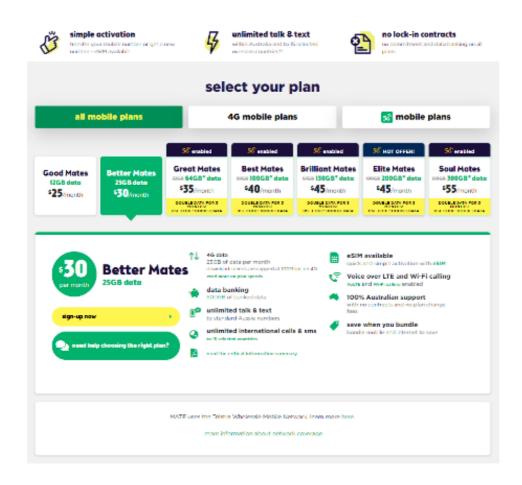




Signing up for mobile

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

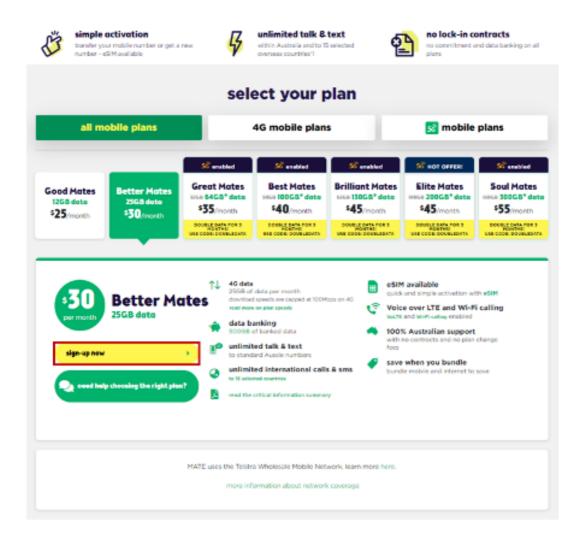
- 1. All mobile plans
- 2.4G mobile plans
- 3.5G mobile plans







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'.







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).







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).

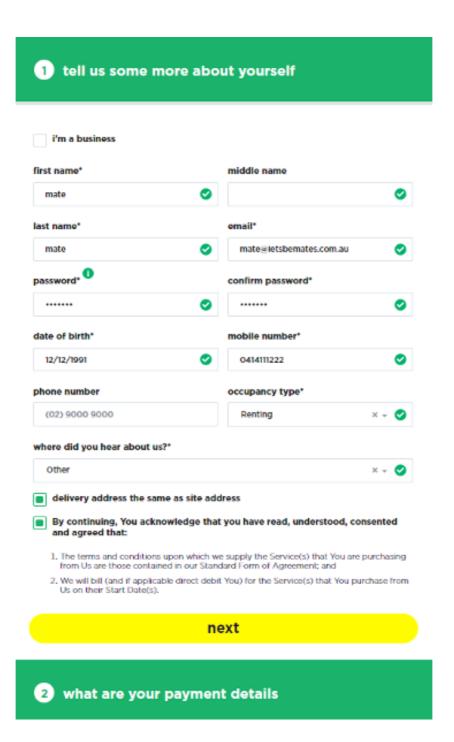






Once you have selected to continue it will take you to the 'tell us some more about yourself' page.

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.



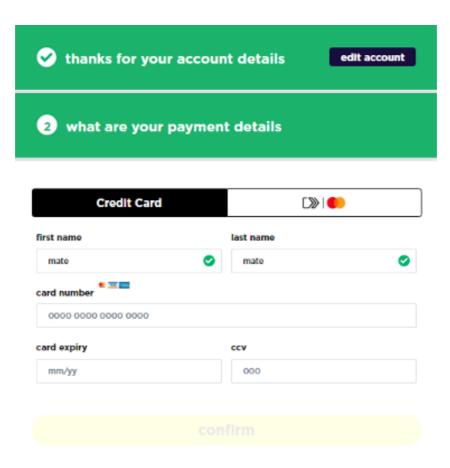




After you have filled in your details and selected yes, you will be prompted to enter your payment details.

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.



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