

### Information about the Service

**The offer:** Elite Mates 100GB (Exclusive)

**The offer includes:** 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.

**The offer is a bundle of services:** No

**The offer requires mandatory purchase of Telecommunications goods from us:** No

**Available minimum term(s):** 1 months

**Included data allowance:** 100 Gigabytes

**Principal carrier (who owns the network and we are not affiliated with them):** Telstra

**Equipment compatibility:** Any Telstra certified equipment

**Inclusions:** Unlimited standard national calls and SMS and 2000 MMS to standard fixed and mobile numbers within Australia including voicemail retrieval and 1800 and 13xx numbers. Unlimited international calls and SMS to Canada, China, Germany, Greece, Hong Kong, India, Ireland, Malaysia, New Zealand, Singapore, South Korea, Thailand, United Kingdom, USA and Vietnam within Australia.

**Exclusions:** Any calls, messages or data transactions not set out in the inclusions are charged at the rates published at [www.letsbemates.com.au/mobile](http://www.letsbemates.com.au/mobile). A fraud prevention limit of \$150.00 per month is applied to each service by default.

**Limitations:** If you exceed your monthly included value and exhaust your data bank, your mobile data will be disabled until the next billing month. At the end of your monthly billing cycle, any unused data goes into your data bank for use in the next monthly billing cycle. Any data in your data bank is forfeited if your mobile plan is downgraded but not if upgraded.

## Information about Pricing

**Minimum monthly fee:** \$45.00

**Total (minimum) cost over the term of 1 months:** \$45.00

**Cost of 1 Megabyte of data in Australia:** \$0.0004

## Other Information

**Usage:** You can obtain data usage information by visiting our website, clicking "self-care" and logging in with your username and password or contact us on 13 14 13 for help.

**Terms:** All services are supplied pursuant to our Business Terms.

**Customer Service:** You can email us at [support@letsbemates.com.au](mailto:support@letsbemates.com.au) or call us on 131413 during business hours.

**Complaints:** You can make a complaint in writing or by calling us and following the process outlined in our Complaint Handling Policy on our website listed under "Important Stuff". The policy explains how you can make a complaint and how your complaint will be addressed. You can make a complaint by emailing [support@letsbemates.com.au](mailto:support@letsbemates.com.au) or calling 13 14 13 and specifically stating you want to make a complaint.

**TIO:** Telecommunications Industry Ombudsman Limited is a company funded by service providers to provide a free and independent external dispute resolution service to consumers who have an unresolved complaint about their phone or Internet service. It is contactable on 1800 062 058 and at [www.tio.com.au](http://www.tio.com.au).

**More information:** Your service is for use in Australia only. No calls, messages or data sessions can be originated or received while overseas as we do not offer international roaming. This service is subject to the anti-fraud protections set out in our Anti Fraud policy as published on our website and amended from time to time. Please familiarise yourself with this policy, especially if you send more than 1000 text messages or make more than 24-hours of domestic calls within a 72-hour period.

Our Online Safety Code Manual available on our website includes important information about internet content filtering products that may limit or prevent access to illegal or restricted material on the internet.