

SamKnows program

terms and conditions

By partaking in the MATE Communicate Pty Ltd (MATE) SamKnows program, you agree to be bound by the following terms and conditions.

Plan fee discount:

Subject to the below terms and conditions, you will be eligible to receive a \$5.00 credit towards your MATE nbn internet plan, ongoing for the duration of the program. The first credit will be applied within seven (7) days of the Whitebox being connected.

Plan changes:

To ensure accurate data capture, during the initial three (3) months of the program, you must remain on the same internet plan speed tier (e.g. best mates 50/20).

If you wish to change plans after the initial period, you will need to provide MATE with 30 days notice of the change. If the new plan you request to change to is not eligible as part of the SamKnows program, we may terminate you from the program and remove the monthly credit.

Whitebox installation and maintenance:

You will be responsible for connecting and activating the SamKnows Whitebox within seven (7) days of receipt. If assistance is required, MATE will provide remote support to assist with installation.

It is the customer's responsibility to ensure that the Whitebox remains powered on and connected to your internet modem. In the event that the Whitebox is offline, MATE will attempt to contact you. If we are unsuccessful in contacting you and the Whitebox remains offline for 14 days, we may terminate you from the program and remove the monthly credit.

If your Whitebox is deemed faulty during the process, MATE will arrange for a replacement to be shipped to your address. MATE will include a return, pre-paid satchel for the return of the faulty device. The faulty device must be returned within 10 business days.

Termination and disconnection:

If you no longer wish to be part of the SamKnows program after the initial term, you may contact us to opt out of the program. We ask that you provide 30 days' notice to terminate your inclusion in the program.

This program and plan discount is subject to change and may be terminated at any time. In this case, you will be advised 30 days prior to the end of the program.

Should you cancel your MATE internet service, choose to opt out or are terminated from the SamKnows program as above, you will be required to return the Whitebox to MATE at **340 Victoria St, Wetherill Park, NSW, 2164** within 14 days of disconnection. If the box is not returned, MATE may charge you a non-return fee of \$180.00.