Critical Information Summary

10MATES

Performance NBN

(FTTP, FTTN, FTTB, FTTC, HFC & Fixed Wireless)

Information about the service

10MATES provides this Internet connection on FTTP, FTTN, FTTB, FTTC, HFC and Fixed Wireless technology rolled out by nbn™ using AAPT as the L3 carrier. The fixed wireless plans are only available on the 12/1, 25/5 and 50/20 mbit speed tiers.

IP Address

Allocated a static IP or you can opt for BGP. Additional IP addresses can be allocated for an extra monthly fee /29 5 IPs $20 pm. IPv6 can be added for an additional $10 pm.

Includes / Requires

In most cases a FREE nbn™ installation and battery backup is included (contact us to check). You will require a wireless modem/router for your devices to connect to the internet. You can bring your own or purchase one through us.

Information about pricing

The first monthly payment is debited the moment you order, any pro-rated amount for that month will be credited to the following month.If you choose an optional extra or advanced router then the payment for that is also debited the moment you order. Following monthly payments are processed on the 1st of each month. All payments will be automatically charged to your credit card, unless paying via direct deposit or crypto.

Pricing Table

Monthly	Speed	Minimum
$80	12	$1060
$90	25	$1180
$120	50	$1540
$130	100	$1660

Minimum Contract Length

12 Months (or 24 months for a free bonus)

IP Modification Fee

IP modification such as allocating a new, private address range or adding BGP is $120.

Disconnection / Relocation / Withdraw

We require one month notice by email to disconnections@10mates.com.au Upon requesting a disconnection, the remaining term in the contract must be paid in full. The service or contract cannot be moved to another address, however you may have another person take over the contract, if not, the contract will need to paid out. Withdrawing an order before nbn has activated it is $200, once it is activated the contract starts.

Other Information

Customer Service Details

1. For further assistance, please pho
1800 870 817 or SMS/Call 04236400
2. If you wish to make a complaint, plea
email with the subject of complaint t
alex@10mates.com

Telecommunications Industry Ombudsman

If you are not satisfied with the resolution of yo
complaint by 10MATES, you may wish to contac
the Telecommunications Industry Ombudsman,
independent dispute resolution body,
a. Calling 1800 062 058 or Fax 1800 630
b Email tio@tio.com
c. Post PO box 276, Collins Street West, VIC 80