

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

If you choose an optional extra or advanced router then the payment for that is processed on the day you signup. The next payment will be processed on the day your connection is activated and is pro-rated to the end of the month. 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)

Disconnection / Relocation / Withdraw

We require one month notice by email to alex@10mates.com.au The disconnect charge is \$100 plus any remaining months in the contract. The service or contract cannot be moved to another address, the contract will need to be paid out. Withdrawing an order before nbn has activated it is \$200, once it is activated the contract starts.

IP Modification Fee

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

Other Information

Customer Service Details

- For further assistance, please phone 1800 870 817 or SMS/Call 0423640079
- If you wish to make a complaint, please email with the subject of complaint to alex@10mates.com.au

Telecommunications Industry Ombudsman

If you are not satisfied with the resolution of your complaint by 10MATES, you may wish to contact the Telecommunications Industry Ombudsman, an independent dispute resolution body,
a. Calling 1800 062 058 or Fax 1800 630 61
b Email tio@tio.com.au
c. Post PO box 276, Collins Street West, VIC 8007