

## Promotion Overview

The MATE Strive For 5+5+5+5 Promotion rewards Conxxion Independent Business Owners (IBOs) for acquiring and activating MATE nbn™ or Mobile services. For every five (5) new services activated within a qualifying period, eligible IBOs will receive credits applied to their nominated MATE account.

**Promotion Period:** March 01, 2025 - June 30, 2025

### Qualification Requirements

To qualify for the MATE Strive For 5+5+5+5 Promotion, a Conxxion IBO must:

1. Acquire and activate five (5) or more new MATE nbn™ or Mobile services in a single calendar month
2. Ensure all services are activated within the month of acquisition or by the end of the following month
3. Meet all eligibility criteria outlined below

### Reward Structure

Qualified IBOs will receive credits based on the number of activated services in a calendar month:

New Activated Services	Monthly Account Credit
5 services	\$50.00
10 services	\$100.00
15 services	\$150.00
20 services	\$200.00

Credits will be applied to one eligible active MATE account nominated by the IBO

- The maximum credit per calendar month is capped at \$200.00 (20 connections maximum)
- The maximum achievable credit over the 4-month promotion period is \$800.00 (incl. GST)
- Credits are not backdated; eligible services are counted from March 01, 2025

### IBO Eligibility Criteria

To be eligible for this promotion, an IBO must:

1. Be an active IBO with Conxxion
2. Be in good standing with both Conxxion and MATE
3. Have completed their Conxxion Customer Acquisition Code (CAC) accreditation training
4. Be accredited to sell Conxxion MATE Internet & Mobile services
5. Be an active MATE customer with a personal MATE account meeting the criteria below

### IBO Personal MATE Account Requirements

The IBO's nominated MATE account must:

1. Be a Conxxion-signed up MATE account
2. Be nominated at the commencement of the promotion (cannot be changed later)
3. Have no overdue balance

4. Have "Active" service(s) and not be marked as "Pending Transfer In" or "Pending Transfer Out"

### Qualifying Customer Services

For a service to count as a Qualifying Customer Service:

1. It must be new to MATE and acquired in the Australian market by the IBO on or after March 1, 2025
2. It must be ordered through the IBO's Personal IBO Website or via the MATE Conxxion IBO unique link
3. Mobile services must be activated on a SIM card
4. Broadband services must be connected with MATE by the final day of the next calendar month following eligibility
5. Services must be connected and billing at the time of calculation and audit

Ineligible Services:

- MATE services acquired via channels other than Conxxion
- MATE services in the process of transferring away from MATE
- MATE services that are "sell-ons" from previous existing MATE accounts
- Suspended services, services not yet ported, or not activated
- Services involved in an IBO missing order claim for the month in which the claim is raised/resolved

### Credit Application Process

1. Qualifying Customer Services will be calculated and audited on the first day of each month
2. Credits will be applied to the IBO's nominated MATE account in the billing month following qualification
3. If a service is activated after the month of acquisition but by the end of the following month, it will count toward the next month's promotional credit
4. If a credit exceeds the value of active service(s) on the nominated account, no cash refund will be provided

### Changes to Promotion Terms

1. Conxxion and MATE reserve the right to modify this program at their discretion for compliance, administrative, commercial, or other similar reasons
2. Conxxion and MATE have the right to terminate this program with 30 days' advance notice
3. If the program is discontinued, credits for Qualifying Customer Services will still be applied following the end date, provided the IBO:
  - Remains in good standing
  - Is current on all Conxxion payments
  - Maintains the Qualified Customer Services that resulted in qualification
  - Remains an active IBO

MATE reserves the right to remove credits from the selected account at its discretion if services are found to be invalid.