Internet connections simplified!

Compatible with **mate. connect**

mate.
internet ♥ mobile

What is MATE Connect?

Say goodbye to the cumbersome process of entering usernames and passwords. With MATE Connect, powered by the latest IPoE (Internet Protocol over Ethernet) technology, you simply plug in your modem/router and let the auto-configuration do its thing! Instantaneous connection to the internet, with no setup delays – it's internet access made easy!

How does MATE Connect work?

Step 1: Sign Up for a MATE Internet Plan: Use your provided unique link to sign up your customer for a MATE internet plan. Ensure that all required customer details are filled out accurately to avoid delays in service activation.

Step 2: Connect the Modem/Router: Locate the wall socket or NBN port within the customer's premises.
Ensure you have the correct cable for the connection, this will typically be an Ethernet or DSL cable. Connect one end of the cable to the modem/router and the other end to the wall socket or NBN port. Ensure the connections are secure.

Step 3: Power On the Modem/Router: Connect the power adapter to the modem/router and plug it into a power outlet. Turn on the modem/router using the power button. This is usually located at the back or side of the device.

Step 4: Activation: Wait for the customer to receive an activation email from MATE. This email confirms that the service is activated and ready to use. Check the modem/router for a green "internet" light. This indicates that the internet is functioning properly. If the light isn't green, check the connections and make sure the modem/router is turned on.

Step 5: Test the Internet Connection: Test the internet connection by performing simple online activities:
Open a web browser and visit various websites to ensure they load correctly or stream a video.

How does this benefit you?

1. Efficient Installations: IPoE's straightforward setup process allows you to handle installations quickly and with minimal complications, enabling you to serve more customers efficiently.
2. Reduced Support Calls: The simplicity of IPoE mean no more PPoE username and passwords configurations. This means no more calls to support or getting stuck on the modem GUI for hours.
3. Increased Customer Retention: The reliable performance of IPoE enhances customer satisfaction, which helps reduce churn and boosts your commission.
4. Scalable customer base: IPoE's capability to efficiently manage multiple connections makes it ideal for expanding your customer base without a drop in service quality.

Troubleshooting Tips:
- If you do not see a green internet light, ensure that all cables are connected properly and that the modem/router is powered on.
- Restart the modem/router by turning it off, waiting for 30 seconds, and turning it back on.
- Perform a hard reset by holding the reset button for 10 seconds, then leave the modem/router plugged in for 2 minutes.
- Test another modem/router or try another ethernet/DSL cable.
- If issues persist, contact MATE support on 13 14 13 or speak to our live chat team.