

Here at ONEseniors, we understand that supplying affordable telecommunication services to members of the community, who are on a pension, can enhance the life of many – giving those individuals access to the digital world that they may otherwise be unable to experience.

What's so great about Broadband?

Broadband is a common term used to describe ADSL high speed internet access services. ADSL delivers a high speed Internet connection into your home over your existing phone line and requires an ADSL modem to get you online. It is perfect for browsing the internet, using e-mail and instant messaging, and is also suitable if you want to watch movies, use Skype or download music. You can also use the internet and be on your home phone at the same time.

When you have Broadband Services with ONEseniors you can enjoy the following great benefits:

- Access the internet from less than \$1 per day
- Unlimited downloads, no excess charges (Acceptable use policy applies)
- No annual fee, just a one off set up cost of \$90
- FREE Modem
- Internet service support
- Your own personal email address

Which Broadband plan is right for me?

Our plans offer 3 different download speeds: **Fast**, **Faster** and **Fastest**. Each plan offers a different download speed and will affect how quickly you can view web pages, and how effective applications such as Skype work. The plan you choose should depend on what you want to be able to do on the Internet.

The **Fast** plan is great for general browsing, especially if you have been using Dialup and are looking for a more reliable, faster connection. You can enjoy connection speeds that are up to 5 times faster than Dialup.

Faster is for downloading large files; good for streaming content and from You Tube and Skype, great if you want to see friends and family online. Some high definition content may take a while to buffer though which is why we offer an even faster speed...

Fastest is our fastest Internet connection. Great if you have multiple users as everyone will experience a fast reliable service, if you like to watch catch up TV online, you will need the fastest download plan.

New and improved!

We are now offering our ADSL Broadband plans with a no contract option for those who don't like to be tied into a contract. Now you can choose from a 24 month contract, or choose no contract and you simply have to give us 2 months notice and pay a \$90 exit fee.

How much does Broadband cost?

Our FAST plan costs just \$29.95 per month when you also have one of our Home Phone plans. (\$34.95 without a Home Phone Plan). There is a one off connection fee of \$90, and we will provide you with a FREE modem to get you started.

How do I get Broadband?

Signing up for Broadband could not be easier! Provided you already have a working phone line in your home, simply fill out this application form and we will do the rest! Please allow 5-10 working days for your order to be processed and dispatched.

ADSL Broadband application form

Please complete this form in black or blue pen and fax to 1300 665 400 or post to GPO Box 2223, Melbourne, VIC 3001

Section 1 - Member details

Title & First name

Last name

Date of Birth (dd/mm/yyyy)

(You must be over 55 to be eligible for ONEseniors services)

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Medicare number (11 digits – include the number next to your name, this is compulsory information and your application cannot be processed without this)

Unit number Street number Address

Suburb

State

Postcode

Contact phone number

Mobile phone number

Current e-mail address

This e-mail address will be used for correspondence from ONEseniors, if you do not have a current e-mail address, your ONEseniors e-mail will automatically be used for communications.

The mobile phone number and e-mail address you provide will be used to keep you updated about the progress of your application.

Section 2 - Username and password

(a) Existing ONEseniors customers - please tell us your account number or username to enable us to add this service to your account

(b) New ONEseniors customers – you will be provided with a username which will be your email address, please tell us what you would like your username and password to be. Passwords must be at least 6 characters long.

1st choice Username

 @oneseniors.com.au

Password

2nd choice username (if 1st choice is already taken)

 @oneseniors.com.au

If you are an existing Dialup customer upgrading to Broadband, would you like us to cancel your Dialup service once your Broadband is activated?

Yes please cancel my Dialup

No, I want to keep my Dialup account

Section 3 - Installation and plan options

First of all, tell us if you need a new ADSL connection, or if you are transferring from your current provider

New **Transfer** – Tell us your current provider

You can choose from a 24 month contract term, or you can choose our no contract option – you just have to give us 2 months notice and pay a \$90 exit fee when you want to leave.

24 month contract **No Contract**

Tell us the phone line number – this is the line which will be upgraded to support ADSL. The line must be a direct line and on the Telstra PSTN network .

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What is the address where the Broadband service will be connected. **Please note, this must be your actual address and CANNOT be a PO Box.** (leave blank if this is the same as section 1)

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Plans	Fast	Faster	Fastest
Monthly fee	\$29.95*	\$49.95*	\$79.95*
Download speed (up to)	256Kbps	1.5Mbps	20Mbps
Connection fee	\$90		
Broadband Modem (\$16.50 shipping fee applies)	FREE		
Contract term	Choice of contract		
Download Limit	Unlimited°	Unlimited°	Unlimited°
Perfect.....	for general browsing and light use. You won't experience the drop outs that you might experience with DialUp	for downloading large files, streaming content and Skype video, great if you chat to people online	for the fastest, most reliable Internet connection available. Great for multiple users, and catch up TV.
Select plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

* An additional \$5 fee per month is charged if you do not have a Home Phone plan with ONEseniors

° There are no hard set limits to the amount you can download on these plans. However, our plans are "web only"; this means that file sharing and virtual private networking traffic is blocked. You need to be aware that this plan is not suitable if you want to use: P2p applications, e.g. torrents, gnutella, napster, edonkey, limewire; Usenet/newsgroups, e.g. nntp/nntps; VPN, e.g. ipsec, gre, pptp, l2tp, teredo. For most consumers these applications are not a concern, however, if you have a specific use for your internet connection that you suspect could be related to the above restrictions please clarify with a sales representative before setting up a service with ONEseniors. Acceptable use policy applies to all broadband plans in conjunction with our traffic management policy to ensure a consistent user experience.

Section 4 - Home Phone plans

Have you considered moving your Home Phone service to ONEseniors? Why not check out our plans and see if there is a plan that suits you.

You save \$5 per month on your Broadband fee when you have your Home Phone with ONEseniors.

Please choose if this is a new home phone service or if you want to transfer your existing home phone service to us:

New Transfer

Current Phone provider

Phone number

Name of lessee (as it appears on the bill)

Date of birth of Lessee

Plan name	Budget	Small	Medium	Large
Monthly fee	\$20	\$30	\$40	\$60
Line Connection fee (for existing lines)	\$0			
Local calls	30c	20c	Unlimited	Unlimited
Capped STD calls (Charged at 18c per min up to a maximum capped amount, any calls over allowance charged at 18c per minute)	\$3 maximum cost per call for up to 3 hours	\$2 maximum cost per call for up to 3 hours	\$1 maximum cost per call for up to 3 hours	Unlimited
Calls to mobiles (per minute)	37c	35c	33c	33c
Call connect fee (per timed call)	\$0 – We've scrapped our call connect fees!			
International calls	Please see our website www.oneseniors.com.au/phone/callrates.html			
Unlimited calls to a ONEseniors number	No	No	Unlimited calls to 1 ONEseniors landline or mobile of your choice	Unlimited calls to all ONEseniors landlines and mobiles
Perfect.....	if you don't use your phone much and need a budget home phone plan, or if you only need a home phone for your Broadband internet connection	If you make more local calls, enjoy a cheaper call rate to local numbers	If you make a lot of local calls, and you can enjoy cheaper STD capped calls	for heavier users who make a lot of local and national calls, as these calls will be unlimited
Select Plan (optional)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please note: You may incur an installation charge of up to \$299 when provisioning a new home phone or transferring from your current provider. Please read the terms and conditions at the end of this application form, or visit our website for more details.

Section 5 - Hardware options



All new connections and transfers are supplied with a FREE preconfigured Standard Netcomm modem (Model NB6). **Please note: There is a \$16.50 shipping fee.**

Upgrade to a wireless Modem!

Get more out of your Broadband and access the Internet virtually anywhere around the house, even from the garden or shed. Perfect if you have multiple computers or a laptop. Select this option and we will upgrade you from a standard Netcomm modem to a wireless modem for just \$50 (plus \$16.50 shipping). With a RRP of \$159.50, this is a great deal only available at signup! (Model NB6 +4W) Please tick here if you would like to upgrade:

One ADSL splitter is required for each phone socket where a phone device (e.g. phone handset, Foxtel box, fax machine) is plugged into the wall and operating simultaneously with your ADSL connection. The splitters enable you to use your devices without interrupting your internet connection. Please tell us how many splitters you require: ADSL In line splitter (Model EM1550) @ \$13 each. Quantity:

Section 6 - Payment options

For your convenience, we offer a wide range of payment options, please select which payment option you would like to use and fill out the appropriate details below.

- Centrelink (You need to arrange for deductions to be made, details will be on your first invoice)
- Cheque or Money Order
- BPay (details will be on your first invoice)
- Postbillpay (details will be on your first invoice)

<input type="checkbox"/> Visa <input type="checkbox"/> MasterCard Name on Credit Card <input style="width: 100%;" type="text"/> Card Number <input style="width: 25%;" type="text"/> <input style="width: 25%;" type="text"/> <input style="width: 25%;" type="text"/> <input style="width: 25%;" type="text"/> Expiry date (mm/yy) CVN Number <small>Visa and MasterCard last 3 digits on back of card</small> <input style="width: 20%;" type="text"/> / <input style="width: 20%;" type="text"/> <input style="width: 30%;" type="text"/>	<input type="checkbox"/> Direct Debit BSB Number Account Number <input style="width: 100%;" type="text"/> <input style="width: 100%;" type="text"/> Bank Name <input style="width: 100%;" type="text"/> Account in the name of <input style="width: 100%;" type="text"/>
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All ADSL Broadband plan fees are billed monthly in advance. If you have selected to pay by Credit Card, the payment will be taken at the start of every month and you will then receive an invoice with the word "PAID" in green; this is your receipt and there is no need for you to do anything; the billing name that will show on your statement is "ONEseniors Melbourne Aus" there is a 1.69% Credit Card processing fees charged on all Credit Card payments.. If you have selected to pay by Direct Debit, an invoice will be sent to you at the start of the month and the payment will automatically be debited from your account on the due date, which will be printed on your invoice, there is no need for you to do anything; your monthly bank statement will show "ispONE Retail Pty Ltd". If you are unable to make payment for any reason please notify us in advance to avoid any failed direct debit charges. All billing is authorised by ispONE Pty Ltd.

Would you like us to e-mail your invoices? If you select yes, you will only receive a paper statement in your welcome pack, all following invoices will be sent by e-mail.

- Yes** **No** (\$1.50 charge per monthly invoice)

Section 7 - Declaration

By signing this declaration, you are agreeing that you understand and acknowledge the following:

The Broadband plan and hardware options you have selected; a minimum of 5 working days is required for service connection to be completed (unless otherwise notified) and connection time also depends on port availability at the exchange; each Broadband account is only for use at the premises as indicated on this application form and that each account is not transportable unless moving premises; prices quoted are for self installation with telephone support. ONEseniors will always aim to provide the best and most reliable service possible, but cannot be responsible for any loss of service, regardless of the party at fault; the account will not be used for any illegal or anti-social purposes, including obscene, abusive, fraudulent, threatening or otherwise unacceptable messages or usage. All services provided by ONEseniors must be paid for in advance, in the event my account remains unpaid for a period of 17 days after the payment due date, ONEseniors reserves the right to disconnect your services; fees which result from the reactivation of the service will be your responsibility. By signing this declaration, you are confirming you have read and understood ONEseniors Terms & Conditions, (found on the ONEseniors Website www.oneseniors.com.au or provided to you by ONEseniors at your request) and agree to abide by them; You also verify being over the age of 55. You may be required to provide proof of age and/or eligibility. Monthly invoices for services are due payable within 14 days and unpaid invoices incur a \$10 Late Payment Fee. If you are an existing ONEseniors customer, any changes made to contact or payment details on this form will be updated in your ONEseniors account, unless stated otherwise. You have read and understand the traffic management policy and that your service will be a web only service and will not permit you to use illegal download sites; a warranty is available on the modem, it is your responsibility to register for this online. Details can be found in the information booklet supplied with the modem. If you are transferring Broadband services from your current provider, ONEseniors will only begin charging you for the service once the service has been transferred and your current provider will charge you for the service up to this time. The suspension of Broadband accounts is not available and if you cancel this Broadband account and then reconnect at a later date a new connection fee will be incurred. If you move and/or transfer the service to a new address then a \$90 relocation fee will apply (different cancellation fees may apply for special promotions). If you cancel the Broadband service and you are on the No contract plan, a notice period of 2 months and an exit fee of \$90 will apply. If you are on the 24 month contract plan and you cancel the Broadband service before the end of your contract period, early termination fees will apply and these are calculated as follows: the remaining months of the contract multiplied by the monthly access fee, multiplied by 50%. If applying for a Home Phone service with ONEseniors, you have seen and understand the call charges advertised by ONEseniors for the phone plans. You authorise ONEseniors to act on your behalf to transfer your phone service to ONEseniors for all phone charges. ONEseniors will only begin charging you for the service once the line has been transferred and your current provider will charge you for the service up to this time. You are aware that all additional services relating to the phone line will be transferred when the line is transferred and although you may not be paying for those services with your current provider you will be charged for additional services by ONEseniors. To prevent incurring these charges, you must contact your current service provider and cancel any existing services that you do not want to have transferred. ONEseniors do not charge a connection fee for Home Phone plans, however, fees charged by Telstra will be passed on to you. If your phone line is active and on the Telstra PSTN network, there will be no charge for the transfer. If your phone line is not active and you are transferring from Telstra PSTN network, there is a \$59 charge. If a Telstra technician is required to visit the premises, you may be charged up to \$299. We will contact you if a visit is required. It is your responsibility to check the terms and conditions of your current service provider/s in relation to the services being transferred to ONEseniors as you may have to pay cancellation fees. You authorise ONEseniors to use any information provided by you during this application to conduct a search which will determine your credit worthiness. ONEseniors will send information about you to a reporting agency via a secure connection and the response received from this agency may determine your credit worthiness. ONEseniors services are provided by ispONE Pty Ltd, where ispONE is the authorised network and billing provider.

Signature

Printed Full Name

Date – (DD/MM/YYYY)

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