

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 Dialup?

Dialup anytime you like and browse the Internet for as long, or as little as you wish. Dialup Internet is perfect for paying bills online, emailing friends and family, reading news from around the world and viewing photos and pictures.

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

- Access the internet for just \$6.95 per month.
- Unlimited downloads (4 hour session limit with 20 minute idle time out)
- No annual fee, just a one off set up cost of \$46
- Internet service support
- A range of payment options
- Your own personal email address

Is Dialup the right service for me?

Dialup is perfect if you are looking for a budget service to get you connected to the Internet, especially if it's your first time going online.

If you are looking for faster download speeds or if you intend to use your computer for programmes such as Skype or watching movies, then Dialup is probably not the right service for you, and you might want to consider our Broadband Services instead. Give us a call if you would like to find out more about the best service to suit your needs, or visit our website.

How much does Dialup cost?

Our Dialup service costs just \$6.95 per month plus a local call connect fee each time you connect to the Internet. You might want to check with your Home Phone provider how much this call cost is especially if you are connecting to the Internet every day. Why not move your Home Phone service to ONEseniors? We won't charge a local call connect fee to connect to the Internet, so you don't have to worry about your phone bill every time you connect to the Internet.

How do I get Dialup?

Getting started with Dialup could not be easier! Provided you already have a working phone line in your home that allows outgoing calls, simply fill out this application form and we will do the rest! We will send you a CD that will set you up in a few simple steps, and then you can start to access the Internet immediately.

You should check that your computer has either a built in internal modem, or an external modem. (Some newer PC's and Mac PC's may not have an internal modem; this means you will need to purchase an external modem to be able to access the Internet using Dialup).

Dialup 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

Section 3 - Plan options

You can choose how often you pay for your Dialup service. Please note if you select to pay your account monthly, you MUST provide Direct Debit details in section 6.

Your subscription to Dialup services will be renewed automatically at the end of the payment period that you select, unless you provide us with notification that you want to cancel. We will email you 1 month prior to renewal to remind you of this.

Plan Name	Monthly	3 Months	6 Months	12 Months
Plan fee	\$6.95	\$20.85	\$41.70	\$83.40
Connection fee	\$46			
Downloads	Unlimited*	Unlimited*	Unlimited*	Unlimited*
Payment methods	Direct Debit only	All	All	All
Select plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Important Information

* Unlimited downloads and unlimited time on, however, please be aware that if your computer is left idle (unused) for 20 minutes, the connection will time out and you will need to re-connect again. There is a 4 hour session limit; but you can immediately reconnect again after 4 hours. \$46 one off Connection fee (non refundable) includes Auto Loader CD for Windows, plus postage and handling.

You will be charged a local call connect fee by your Home Phone provider each time you connect to the Internet (unless you have your Home Phone with ONEseniors).

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.

FREE local call connection every time you dial up an Internet connection - we could save you \$\$\$'s on your phone bill! If you use your Dialup Internet connection once per day, this could be a saving of \$73 per year* on your phone bill!

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	

*estimated saving based on 1 connection call charge everyday for 365 days at a cost of 20c per connection.

Plan name	Budget	Small	Medium	Large
Monthly fee	\$20	\$30	\$40	\$60
Line Connection fee (for existing lines)	\$0			
Connection call to our Dialup number	FREE	FREE	FREE	FREE
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			
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, 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
Choose your plan	<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 - 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. (Continued overleaf)

- 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)

Visa MasterCard

Name on Credit Card

Card Number

Expiry date (mm/yy) CVN Number Visa and MasterCard last 3 digits on back of card
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Direct Debit

BSB Number Account Number

Bank Name

Account in the name of

All Dialup plan fees are billed 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 authorized 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 invoice)

Section 6 - Declaration

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

The Dialup plan option you have selected; 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 your 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. ONEseniors does not accept any responsibility for telephone call charges resulting from connection to the Internet service. You will be responsible for contacting your telephone provider, to confirm that calls to the telephone number provided by ONEseniors will attract the local call rate. 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 NAME

DATE (DD/MM/YYYY)