

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 the Mobile Phone plans?

We understand that the need to stay in touch with family and friends at anytime and anywhere is of great importance. We also understand the need to be able to stay in touch without receiving high Mobile Phone bills. ONEseniors has 4 mobile plans giving you the flexibility to choose which plan suits you.

Do you find other mobile phone plans confusing - with caps and call credits making it hard to understand what you are really getting? We have simplified our plans to make it easy to understand exactly what you will be getting each month, helping to put your mind at ease. Our plans start from just \$10 per month and all of our plans come with included minutes to be used on standard calls, plus included text messages. You will receive a free LG handset when you sign up to any of our Mobile plans and commit to a 12 month contract. This phone has some fantastic features such as a touch screen and camera.

Plus our plans just got even better! We've scrapped our call connect fees! So all you pay is the cost of the actual call, over and above your monthly allowance.

When you have a Mobile Phone Service with ONEseniors you can enjoy the following great benefits:

- Mobile Phone plans from just \$10 per month
- Included minutes every month
- FREE LG Mobile Phone, you just pay the shipping!
- Cheap call rate



Which Mobile Phone plan is right for me?

If you only use your mobile phone on rare occasions and more often to receive calls than make them, our Budget plan is the one for you. At just \$10 per month and included minutes, it's perfect for light users or those who just like to have a mobile phone for emergencies.

Our Large plan includes unlimited calls and SMS messages to standard Australian numbers.

If you're somewhere in between these two, then take a look at our Small and Medium plans at \$20 and \$30 each. Both include some calls and SMS messages and you're bound to find one of these plans will suit your budget and needs.

How much does a Mobile Phone cost?

If you commit to a 12 month contract, we will provide you with a LG handset phone for free![°] At just \$10 a month for 24 months, the minimum cost of the contract is \$136.50 (on our \$20 plan, minimum cost is \$256.50, \$30 plan minimum cost is \$376.50, on \$45 plan, minimum cost is \$556.50).

How do I get a Mobile Phone plan?

Signing up for a Mobile Phone plan could not be easier! Simply fill out this application form and we will do the rest! Please allow up to 5 working days for your order to be processed and dispatched.

[°] There is a \$16.50 shipping and handling fee charge for all orders where a handset is ordered.

Mobile Phone 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 plans)

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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 – tell us what you would like your account password to be, it must be at least 6 characters long and you will be asked to confirm your password when you call to make enquiries about your account.

Password

Section 3 - Delivery address and plan options

Please tell us the delivery address for your phone/SIM card, **please note, this CANNOT be a PO Box.** Your phone will be delivered by courier and photo ID and a signature will be required. (leave blank if this is the same as section 1)

Please select if this is a new mobile phone service or if you are transferring your existing mobile phone service to us:

New

Transfer (you need to fill in the Customer Authorisation Mobile Portability Form in section 4)

Please tell us what you would like your 4 digit access password to be (This must be numbers only, and is used to activate your SIM card)

Plan name	Budget	Small	Medium	Large
Monthly fee	\$10	\$20	\$30	\$45
Mobile Handset	FREE LG Handset included (\$16.50 shipping fee applies)			
Contract term	12 month			
Included minutes	30	50	100	Unlimited*
Included SMS messages	0	50	100	Unlimited*
National and mobile calls (per minute)	40c	40c	40c	N/A
Call connect fee (per call, all calls)	\$0 – We've scrapped our call connect fees!			
SMS messages (each)	25c	25c	25c	N/A
Perfect.....	for people who just like to have a phone for emergencies or very occasional use	for light mobile users, includes a small amount of free calls and SMS messages	for medium mobile users, includes plenty of free calls and SMS messages	For heavier mobile users, includes unlimited standard calls and texts
Choose your plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

All Mobile Phone calls are quoted and charged in 60 second increments. SMS price is per 160 characters, MMS price is per 100 KB. National calls are any calls made to a fixed line or any mobile phone in Australia. Handsets are sent via Australian Air Express and you will need to present photo ID on delivery of the handset. If you are transferring (porting) from your current provider, it is your responsibility to activate your SIM card as soon as possible. Plans are only available for new or eligible customers who apply to connect to the ONEseniors Mobile service, if you are an existing ONEseniors customer with a mobile service, you can change to any of these plans but you will not be eligible to receive a free LG handset. You must pay the monthly fee amount each month even if you do not make calls to that value. For your first part month of service, you will only pay part of the monthly fee and you will also receive only part of your included minutes and texts. Any unused calls and/or SMS messages will not be rolled over.

*Unlimited calls are to Australian numbers only, premium and special numbers will incur charges. A Fair Use Policy applies to the \$45 large plan and this can be viewed on our website.)

To complement your mobile plan, you can choose to add a Data Bolt On. These Bolt Ons allow you to use your phone to access the Internet. You will need an Internet capable handset if you are on the SIM only plan. If you are signing up to the Small or Medium plan, the phone we provide for free is Internet capable!

Bolt On	200MB	500MB	1GB
Monthly fee	\$6	\$10	\$18
Monthly data allowance	200MB	500MB	1GB
Contract term	No contract		
unlimited access	To Facebook, YouTube and Twitter		
Excess data charges (per MB above monthly data allowance)	25c	25c	25c
Choose your Bolt On	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 4 - Mobile portability authorisation form

This form is only to be completed by customers who are transferring their existing Mobile Phone Service to ONEseniors. **Please note: this form is a legal requirement if you want to transfer your existing mobile phone service to us.**

Customer details (Please write your details in block letters (these need to match the details on your existing mobile account i.e. if the mobile phone is in a relatives/spouses name, enter their details on this form))

Title	First name	Last name	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Number	Address	Suburb	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
State	Postcode	Contact phone number	Date of Birth:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Mobile Porting details

Mobile Service Number (MSN) you wish to transfer	Current Mobile Service provider:
<input type="text"/>	<input type="text"/>

Account Number with existing provider (You can find this on your phone bill, or "pre pay" if it is a pre pay service)

IMPORTANT NOTICE - PLEASE READ AND SIGN BELOW

By signing this Customer Authorisation for Mobile Number Portability (switching the listed mobile service number to ONEseniors) I authorise the listed mobile service number (MSN) listed above to be switched to ONEseniors.

I CERTIFY THAT:

- I am authorised to switch the listed mobile service number to ONEseniors
- I have been advised that by switching my mobile service to ONEseniors the services (including value added services) relating to the mobile service number above (the MSN) may be disconnected and will result in finalisation of the account with my current Provider for those services.

CUSTOMER ACKNOWLEDGMENT

I acknowledge I have been advised by ONEseniors that:

- the mobile number that I am transferring to ONEseniors may be supplied to other network providers to allow call and message routing, and network fault management.
- When using my current handset, it is my responsibility to ensure the handset is unlocked and able to access the Optus network
- although I have the right to switch the listed mobile service to ONEseniors:
 - a) there may be costs and obligations associated with my existing service and the switching of this mobile service number to ONEseniors
 - b) there may be an existing contract with my current mobile service provider which may require the payment to them of an early cancellation fee or termination payment.

I agree that this Customer Authorisation is subject to the Terms and Conditions printed below. I declare that the information I have given is true and correct to the best of my knowledge. I acknowledge that I have read and understood the Terms and Conditions about ONEseniors handling of information about me (Personal Information).

Signature (Applicant) Date

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.

- 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 type="text"/> Card Number <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> Expiry date (mm/yy) CVN Number <small>Visa and MasterCard last 3 digits on back of card</small> <input type="text"/> / <input type="text"/> <input type="text"/>	<input type="checkbox"/> Direct Debit BSB Number Account Number <input type="text"/> <input type="text"/> Bank Name <input type="text"/> Account in the name of <input type="text"/>
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All Mobile Phone Plans monthly 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 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 monthly invoice)

Section 6 - Declaration

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

A Fair Use policy applies to the Large plan and is available on our website at: www.oneseniors.com.au. We recommend you read the full policy on our website. Excessive use is usage over 500 minutes and 500 SMS per 30 days. The Mobile Phone plan and hardware option you have selected; prices quoted are for mobile phone access. 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 that 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. Billing takes place monthly. Call usage is charged at the rate specified in this application form, and all additional rates are published on the ONEseniors website. You are responsible for the management of your usage, and for controlling costs associated with the Mobile Phone service. You can monitor your usage in your Members Area. If you are transferring from another provider, ONEseniors will only begin charging you for the service once the service is active or has been transferred and your current provider will charge you for the service up to this time. 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. The suspension of Mobile Phone accounts is not available. If you cancel the Mobile Phone service prior to end of the contract term a cancellation fee will apply which is calculated by the following: monthly service fee multiplied by the remaining months of the contract term. 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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