

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 is the all-in-ONE plan?

It's a fantastic new fixed cost plan that we have created especially for seniors, to help meet all of their telecommunication needs at a very affordable price. From just \$20 per week, you get all of the following services:

- **Unlimited* Broadband Internet access** – Unlimited downloads, no excess charges and we provide a FREE modem! Choice of Download speed
 - up to 256Kbps, \$20 per week plan
 - up to 1.5Mbps, \$25 per week plan
- **Unlimited* Home Phone** – Unlimited calls to any local, national and mobile number, line rental included
- **Unlimited* Mobile Phone** – Unlimited calls to any local, national and mobile number, and unlimited SMS messages

You can choose whether we take payments weekly or fortnightly, to suit you.

The best part about the plan is that you will always know how much you will be spending; no matter how much you use your services.

New and improved!

We are now offering the all-in-ONE plan on a No Contract basis for those who don't like to be tied into a contract. So now you can choose whether to commit to a 24 month contract, or choose no contract and you simply have to give us 2 months notice and pay a \$90 exit fee when you want to leave.

What other charges are there?

The only other costs associated with this plan are a one off set up fee of \$90 and any additional special services that you might have on your Home Phone, for example, message bank or silent number.

You will also have to pay for any optional extras that you choose e.g. faster Broadband download speed, a mobile handset, an additional mobile service and the data bolt on.

If you already have your Broadband with us, there is no connection fee!

There's never been a better time to start saving with ONEseniors.

Any other limitations?

We have had to apply some limitations to be able to offer such a great plan, but these are very simple:

You cannot call premium numbers or Value Added Services from your Home Phone or Mobile, MMS messages and premium services are also blocked (e.g. premium SMS services) GPRS services are also blocked from your Mobile Phone. Broadband is unlimited downloads and uploads. As per our standard Broadband plans, peer2peer is blocked (usually illegal file sharing). This plan is only available to customers with existing working phone lines, and is only available if you have the available infrastructure to get broadband on your phone line. *Fair Use policy applies and can be viewed on our website.

How do I get the all-in-ONE plan?

Simply fill out this application form and read through the terms at the end of the document and we will do the rest! Please allow 5-10 working days for your order to be processed and dispatched.

all-in-ONE ADSL Broadband application form

Please complete this form in 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
<input type="text"/>	<input type="text"/>

Date of Birth (dd/mm/yyyy) (You must be over 55 to be eligible for ONEseniors services)	Medicare number (11 digits – include the number next to your name, this is compulsory information and your application cannot be processed without this)
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<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/>
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Unit number	Street number	Address	Suburb
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

State	Postcode	Contact phone number	Mobile phone number
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

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.
<input type="text"/>	

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	<input type="text"/>	@oneseniors.com.au
2nd choice Username	<input type="text"/>	@oneseniors.com.au
Password	<input type="text"/>	

If you are an existing Dialup customer, please let us know if you would like us to cancel your Dialup service (we will set the cancellation with 1 months notice and a pro rata credit is applied the following month)

Yes please cancel my Dialup

Section 3 - Broadband details and hardware options

You can choose from our standard FAST broadband with a download speed of up to 256Kbps, or do more on the Internet and go 5 times FASTER with a download speed of up to 1.5Mbps

FAST (256Kbps, \$20 per week plan) FASTER (1.5Mbps, \$25 per week plan)

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

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 .

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)



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:

Important Information about Broadband

Existing customers are not entitled to a free modem or a wireless modem upgrade. You can continue to use your existing modem and will notice no change to your service. 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/nntp; 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 details

Please tell us about your existing Home Phone provider, or tick the ONEseniors box if your Home Phone service is already with us.

ONEseniors Transfer (we will transfer your existing phone number)

Current Phone provider	<input type="text"/>
Phone number	<input type="text"/>
Name of lessee (as it appears on the bill)	<input type="text"/>
Date of birth of Lessee	<input type="text"/>

Section 5 - Mobile Phone details and optional extras

Please tell us the delivery address for your SIM card/phone (if applicable)

Please note: if you are ordering a mobile phone, this CANNOT be a PO Box as 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 Existing Service with ONEseniors
 Transfer (you need to fill in the Customer Authorisation Mobile Portability Form in section 6)

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)

Important Information about transferring your Mobile phone:

If you are porting (transferring) your number from another provider, you must activate your SIM card within 3 business days of us dispatching your sim card and/or handset, after this time we will complete the port automatically for you. Porting hours will apply, if the 3 days deadline falls on a non business day, we will activate the port on the next business day. Instructions will be provided in your welcome letter. We will send the SIM card and/or handset on a courier overnight service. Our Mobile service uses the Optus network; please check to see if there is sufficient coverage in your area using our coverage checker at www.oneseniors.com.au. If you are using your existing handset, it is important to check if the handset is locked to any network other than Optus. If your handset is locked to another network, our SIM card will not work in your phone until you have the handset unlocked. Please contact your current provider to arrange this.

Mobile Handset



The handset we offer is the **LG T320 handset**

- 2.8 inch Full touch colour screen
- Band 3G (900MHz/2100 MHz) for improved rural coverage
- 2.0 MP camera
- MP3/FM radio
- \$125 including shipping

Please tick here if you would like to purchase a handset from us

Data Bolt On

You can add a Data Bolt on to your all-in-ONE plan for an extra \$1 per week/\$2 per fortnight. The data bolt on allows unlimited access to Facebook, MySpace and Twitter, it also includes 200MB of data per calendar month. Tick here if you would like to add the bolt on:

Optional upgrade: If you would like to add an additional Mobile service to your account, please tick here. Someone will be in touch to confirm the details with you. You will be charged an additional \$5 per week.

Section 6 - Mobile portability authorisation

This form is 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 AS THEY APPEAR 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"/>
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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 7 - Payment and contract options

You can select whether we take payments weekly or fortnightly. **You cannot change this preference so please ensure you choose the correct option.**

Weekly Fortnightly

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**

You must provide either Direct Debit or Credit Card details and the first payment will be taken through this chosen method when the services go active. If you want to set up CentrePay payments you can do this once the service has been set up. Once we receive your CentrePay payment, your Direct Debit/Credit Card will no longer be used. If we stop receiving your CentrePay payments, we will revert back to using the Direct Debit/Credit Card details.

<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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The all-in-ONE plan is billed in advance. If you have selected to pay by Credit Card, the payment will be taken 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 and the payment will automatically be debited from your account, there is no need for you to do anything; your bank statement will show "ispONE Retail Pty Ltd". All billing is authorised by ispONE Pty Ltd. Your statement will be sent weekly or fortnightly to the e-mail address in Section 1. You will start being charged once all of the services are active, regardless of when you decide to start using the services.

Important: You cannot cancel just one service within this bundle, cancelling or transferring 1 service cancels all services within the bundle and an exit fee will apply.

Section 8 - Declaration

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

General important information

Fair usage policy applies and is available on our website at: www.oneseniors.com.au. We recommend you read the full policy on our website. The Fair Use policy determines an excessive user of the all-in-ONE plan and we can restrict your access to the plan if you continually breach the Policy. Excessive use is usage over 1500 minutes per 30 days from your Home Phone and Mobile Phone combined, and/or 500 SMS messages from your Mobile Phone. A set up fee of \$90 applies to this plan. If you are an existing ONEseniors customer and you already have your Broadband with us, we will not charge you this set up fee when you successfully transfer your service to the all-in-ONE plan, you will not receive a new modem. Existing ONEseniors customers without a Broadband service can upgrade to this plan and we will terminate your current plan with no early termination fees. The all-in-ONE plan is currently only available if you are transferring your Home Phone from an existing provider (or if it is already with ONEseniors), and if ADSL broadband is available on your phone line. We cannot currently offer this plan to customers who require a new phone line at their premises. Payment is taken either weekly or fortnightly. You must pay by Direct Debit or Credit Card for at least the first payment, you can then arrange for CentrePay payments if you wish. Once you have set up CentrePay payments and we receive a payment to your account, this will override the Direct Debit/Credit Card payments and these will stop. If you cancel your CentrePay payments, or if they are not enough to cover the outstanding charges on your account, then we will use your Credit Card/Direct Debit details to take payment for any outstanding charges. If we do not receive payment on the due date your services will be immediately suspended and you will incur a \$10 late payment fee. If payment has not been received by us 7 days after we have suspended your services, then your services will be disconnected and cancellation fees will apply. You are responsible for notifying us of any changes to your Credit Card or Direct Debit details. You will be sent weekly/fortnightly statements to show payments made to your account and any additional Home Phone services. These will be sent electronically to the e-mail address provided by ONEseniors (we aim to provide the requested username(s) in section 2). Alternatively, we can send statements to an e-mail address of your choice (enter this in section 1). You cannot cancel just one service within this plan; if any one of the services are cancelled or transferred, all services on the account will be disconnected and a cancellation fee or notice period of 2 months and an exit fee of \$90 will apply. You will be charged for your services from the day that your ADSL and voice services go active on the ONEseniors network i.e. we will start charging you for all three services at the same time, regardless of when you decide to start using the service. Payments

will then be taken weekly/fortnightly from this day onwards. You verify that you are over the age of 55. You may be required to provide proof of age and/or eligibility. You understand the plan and hardware option(s) 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 must not be used for any illegal or anti-social purposes, including obscene, abusive, fraudulent, threatening or otherwise unacceptable messages or usage. Services provided by ONEseniors must be paid for in advance. 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 authorise ONEseniors to use any information provided by you during this application to conduct a search which will determine your credit worthiness. You understand that ONEseniors will send information about you to a reporting agency via a secure connection and the response received from this agency will determine your credit worthiness. ONEseniors services are provided by ispONE Pty Ltd, where ispONE is the authorised network and billing provider.

Broadband Information Acceptable use policy applies to all broadband plans. A minimum of 5 working days is required for service connections 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 each account is not transportable unless moving premises. You agree that you have read and understand that this service is a web only service and will not permit you to use peer2peer or VPN. A warranty is available on the modem and 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 your Broadband service from your current provider, you are aware 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. You understand that it is your responsibility to check the terms and conditions of your current Broadband provider in relation to the services being transferred to ONEseniors (as you may have to pay cancellation fees to your existing provider). The suspension of Broadband accounts is not available. If you move and/or transfer the service to a new address, you will need to terminate your current service and set up a new connection at the new address. We will not hold you to any termination fees or notification period providing the service is successfully provisioned at the new address. However, a \$90 relocation fee will apply (different cancellation fees may apply for special promotions) if the service is not successfully provisioned at your new address then you will be liable for cancellation fees or 2 months notice period and a \$90 exit fee.

Home Phone Information The only charges you will ever receive in addition to the weekly access fee are charges for additional special features on your Home Phone, if you choose to have these, or if they are transferred from your existing provider. You are aware that all 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. You can check your statement from us to see which services have been transferred. You authorise ONEseniors to act on your behalf to transfer your phone service to ONEseniors for all phone charges. You are aware 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. If you currently have a messages 101 service, this will no longer be available, but you can set up a full message service with us. We are not able to offer priority assistance. You understand that it is your responsibility to check the terms and conditions of your current telephone provider(s) in relation to the services being transferred to ONEseniors (as you may have to pay cancellation fees to your existing provider). Please note you cannot use your Mobile or Home Phone to call premium numbers; you will be able to use Sensis (1234) however you will be charged at the appropriate premium rate for all Sensis calls.. We are only able to transfer Home Phone services that are on the PSTN network. If your phone line is active and on the Telstra PSTN there will be no charge for the transfer.

Mobile Phone Information A Mobile Handset is not supplied; you can choose to buy a handset from us if you wish. We will send you a SIM card to use in your existing handset. You can port (transfer) your mobile number from your current provider. If you do not activate your SIM card within 3 business days of us dispatching your SIM card and/or handset, we will complete the port automatically for you. Porting hours will apply, if the 3 day deadline falls on a non business day, we will activate the port on the next business day. Instructions will be provided in your welcome letter. If you are an existing ONEseniors mobile phone customer, we will transfer your existing service on to the new plan. Please note you cannot use your Mobile Phone to make international calls. You cannot send MMS messages from your handset and premium services and GPRS are also not permitted. Prices quoted are for mobile phone access. You are aware ONEseniors will begin charging you for the service once your ADSL and voice services are active on the ONEseniors network, your current provider will charge you for the service up until your mobile port has completed and there may be an overlap. It is your responsibility to initiate the port by activating your SIM card. You understand that 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 to your existing provider). The suspension of Mobile Phone accounts is not available.

Data Bolt On Information

The data bolt on can be selected as a service in addition to the standard all-in-ONE plan and costs \$1 per week or \$2 per fortnight depending on the payment option chosen. You can cancel the data bolt on at any time, any prepaid amounts are not refundable., unused data is not rolled over to the following month. You can view your usage by logging into the member's area, details will be in your welcome pack. If you use more than 200MB of data, you will be charged 10c for every MB that you use over and above the 200MB allowance.

Signature

Printed Full Name

Date – (dd/mm/yyyy)