



Home Phone Summary of Terms

This document is a summary of the Terms and Conditions for Home Phone services. It is not intended to replace the full length Terms and Conditions, and does not change the legal effect of our standard agreement. It is our recommendation that you also read the full Terms and Conditions before signing up to our plans.

When you sign up for an ONEseniors Home Phone service, you are agreeing that you understand and acknowledge the following:

The Home Phone plan 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. 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 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. Capped STD Calls are charged at the applicable per minute rate and capped for the first 3 hrs (24 hrs, 7 days). Any calls made outside this time are charged at 18c per minute. For full price charges and fees for all Home Phone plans, international call rates and new line connections, please see www.oneseniors.com.au. 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 previous telephone service existed at your premises and a Telstra technician is required to visit your property/premises to reconnect existing suitable cabling at the distributor and/or the first socket then the charge from Telstra will be \$125. If you need a new connection of a telephone service at your premises, or you have a telephone line connection with a technician visit where cabling work is required, or where a previous telephone service existed at your premises and a Telstra technician is required to visit the property/premises to install and/or work on the cabling up to the first socket in your premises. Then the charge from Telstra will be \$299. 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. 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.