



Mobile Broadband 30 day service guarantee

In order to offer you peace of mind when you sign up for our Mobile Broadband service, we give you a 30 day service guarantee with our Mobile Broadband plans. We want you to be happy with your ONEseniors service and if you can't use the service then you can send it back and we will cancel the service with no termination fees.

This is just ONE way that we go even further in providing you with a high level of customer satisfaction, and a quality working service.

What does this mean?

It means that if you have a problem connecting your service due to low or no signal, or if you experience continual drop outs in your service, you can cancel your service and we will not hold you to any early termination or exit fee. The guarantee only applies to you using the service at the address you provided during sign up.

How can I cancel my service under this guarantee?

This guarantee means you have to give us a chance to help you fix the problem before we agree to terminate the service. We know it can be frustrating when technical things don't work first time, but our specially trained, ONEseniors accredited support team are here to help. They will perform some trouble shooting steps with you to help you connect to the service correctly. If you are still having problems after this, they will lodge a fault which will be investigated further and possibly escalate to our network carrier. You must wait until all trouble shooting and escalation procedures have taken place before you send the unit back to us. We will advise you on the outcome of the investigation and confirm whether or not the service can be cancelled with no penalties.

How do I qualify for this guarantee?

To be eligible to terminate your service under this guarantee, we recommend that you try to use your service as soon as you receive your USB modem. If you have problems with your service, after trouble shooting steps have been taken, a fault must be lodged **within 30 days** of you receiving your Mobile Broadband unit for you to be eligible.

Who is not eligible for this guarantee?

This guarantee does not apply to customers who sign up to a Mobile Broadband service on a roaming capacity – by agreeing to a roaming service, you are agreeing that the service will not be used at your primary address and therefore we cannot guarantee the service at your address.

It also does not apply if you are having trouble connecting at an address different to the address given during sign up. We run a coverage check on the address you provide and this is the address at which you are expected to use the service. As part of this guarantee, we can only guarantee the service at this address.

Lifetime Service guarantee

Furthermore, we will go even further and **guarantee your service for life**. This means that if during the time you have the service, signal in your area deteriorates or is changed to a “no sell” area by our carrier, we will allow you to cancel the service with no penalties.

Important! Please read the Terms and Conditions below

You will remain liable for the set up fee and monthly plan fee up to the date when we agree to cancel the service.

We make no promises about the download speeds that you will be able to achieve – these will depend on several factors such as the distance from the mobile tower to the modem and congestion in the area of use

The contract will only be considered broken after mandatory trouble shooting checks are performed (as outlined), a fault is lodged, and all troubleshooting or corrective action has been exhausted, or an area is identified by the carrier as “red/red” or “no-sell”. A red/red or no sell result means that signal in your area is so poor, we will not supply the service to you. In the unlikely event that your area changes to this result when it was originally showing a pass result, your service is covered by the lifetime service guarantee.

To be eligible for the 30 day Service Quality Guarantee, a fault must be lodged on or before the 30th day of the end user’s contract. Faults lodged after the 30th day will apply for the “Mobile Broadband Service Guarantee for Life”

The contract will only be terminated once ONEseniors receives the returned SIM Card and Hardware in working order.

You are responsible for shipping charges to ONEseniors' address.

ONEseniors will not be liable for any units lost or damaged in return transit. We recommend express or registered post.

You will be liable for any damaged hardware.