

This document is a summary of the Terms and Conditions for Mobile Broadband 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 Mobile Broadband service, you are agreeing that you understand and acknowledge the following:**

The Mobile Broadband plan and hardware option I 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 my 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](http://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 are aware that the budget plan can incur excess data charges if you use more than your included data allowance. We will suspend your service once you have used an extra 1Gb of data, this measure is in place to prevent you from receiving an unexpected large bill. You are responsible for the management of your usage, and for controlling costs associated with the Mobile Broadband service. You can monitor your usage in your Members area. A warranty is available on the modem within 12 months of sign-up, if the modem supplied fails to operate. Theoretical maximum download speed on 3G/HSPA is up to 7.2Mbps. Customers can expect speeds between 512kbps and 3Mbps. Actual speeds will vary and may be slower. Many factors affect speeds such as the distance from the mobile tower to the modem and congestion in the area of use. Any unused data allowance will not be rolled over to the following month. The suspension of Mobile Broadband accounts is not available. If you cancel the Broadband service and you are on the No contract plan, a notice period of 2 months and an exit fee of \$90 will apply. If you are on the 12 month contract plan and you cancel the Broadband service before the end of your contract period, early termination fees will apply and these are calculated as

follows: the remaining months of the contract multiplied by the monthly access fee, multiplied by 50%. 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.