



all-in-ONE ADSL Broadband Summary of Terms

This document is a summary of the Terms and Conditions for our all-in-ONE plan. 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 all-in-ONE plan, 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. 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 email address provided by ONEseniors. Alternatively, we can send statements to an email address of your choice. You cannot cancel just one service within this plan; if any one of the services are cancelled or transferred, all services on the plan 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 Home Phone to call premium services. 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 we are not able to complete the port because you have provided the incorrect information, we will contact you and ask you to verify the details with your current provider. If the port fails on a further 2 attempts, we will then provide you with a new mobile number. 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.