

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's so great about the Home Phone plans?

We understand that the need to stay in touch with family and friends at anytime and anywhere is of great importance. We also understand the need to be able to stay in touch without receiving high phone bills. That's why we have introduced three great new plans to give you the flexibility to choose which plan suits you.

If you have your Broadband with us, you will **save \$5 per month** on your Broadband fee when you have your Home Phone with us as well!

If you have your Dialup Internet service with us – or if you are thinking about getting Dialup, all of our Home Phone plans give you **FREE** local call connections to our Dialup number, saving you \$'s on your phone bill!

Which Home Phone plan is right for me?

Our Budget plan is for you if you don't use your home phone very often, use it more often to receive calls than make them, or if you only need a landline for your Broadband connection.

Our \$30 plan is aimed at people who make more local calls, but still want to keep their monthly bill low, with a cheaper local call rate than our Budget plan.

If you are a heavy user of your home phone to make local calls then you might consider our \$40 plan as it comes with unlimited calls to local numbers, plus you can enjoy a cheaper capped rate on STD calls.

Our \$60 plan has just been reduced from \$70! It will provide just about everything you could possibly need from a Home Phone plan. You can enjoy unlimited local and national calls, plus untimed calls to all ONEseniors numbers, great if you have friends and family on our network.

How much does a Home Phone Plan cost?

Home Phone plans start from \$20 per month, as long as you already have an existing line that we can transfer you from, there are no other connection charges* and no contracts to commit to.

*If you are installing a new line, or don't already have an active line then you may be charged up to \$299. Please read the Declaration at the end of this application, visit our website or call for more information.

How do I get a Home Phone service?

Joining ONEseniors could not be easier! Simply fill out this application form and we will do the rest! There's no need to contact your current provider and you can keep your number!

Home Phone application form

Please complete this form in black or blue 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

Date of Birth (dd/mm/yyyy)

(You must be over 55 to be eligible for ONEseniors services)

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Medicare number (11 digits – include the number next to your name, this is compulsory information and your application cannot be processed without this)

Unit number Street number Address

Suburb

State

Postcode

Contact phone number

Mobile phone number

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.

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 – tell us what you would like your account password to be, it must be at least 6 characters long and you will be asked to confirm your password when you call to make enquiries about your account.

Password

Section 3 - Plan options

Please choose if this is a new home phone service or if you want to transfer your existing home phone service to us:

New

Transfer

Please tell us the following information if you are transferring your service from your current provider:

Current Phone provider

Phone number

Name of lessee (as it appears on the bill)

Date of birth of Lessee

| Plan Name | Budget | Small | Medium | Large |
|--|---|--|--|--|
| Monthly fee | \$20 | \$30 | \$40 | \$60 |
| Line Connection fee (for existing lines) | \$0 | | | |
| Calls to Dialup connection | FREE | FREE | FREE | FREE |
| Local calls | 30c | 20c | Unlimited | Unlimited |
| Capped STD calls (Charged at 18c per min up to a maximum capped amount, any calls over allowance charged at 18c per minute) | \$3 maximum cost per call for up to 3 hours | \$2 maximum cost per call for up to 3 hours | \$1 maximum cost per call for up to 3 hours | Unlimited |
| Calls to mobiles (per minute) | 37c | 35c | 33c | 33c |
| Call connect fee (per call) | \$0 – We’ve scrapped our call connect fees! | | | |
| International calls | Please see our website www.oneseniors.com.au | | | |
| Perfect..... | if you don't use your phone much and need a budget home phone plan, or if you only need a line for your internet connection | If you make more local calls, enjoy a cheaper call rate to local numbers | If you make a lot of local calls, and you can enjoy cheaper STD capped calls | for heavier users who make a lot of local and national calls, as these calls will be unlimited |
| Choose your Plan | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

All Phone calls are quoted and charged in 30 second increments and a Call Connect Fee charged per call.

Please note: You may incur an installation charge of up to \$299 when provisioning a new home phone or transferring from your current provider. Please read the terms and conditions at the end of this application form, or visit our website for more details.

* You must allow 30 days to register and verify your chosen number, you will be charged for calls to your chosen number until the verification process has been completed. You can change your chosen number but are limited to one change per month.

Section 4 - Payment options

For your convenience, we offer a wide range of payment options, please select which payment option you would like to use and fill out the appropriate details below (continued overleaf).

- Centrelink (You need to arrange for deductions to be made, details will be on your first invoice)
- Cheque or Money Order
- BPay (details will be on your first invoice)
- Postbillpay (details will be on your first invoice)

Visa MasterCard

Name on Credit Card

Card Number

Expiry date (mm/yy) CVN Number Visa and MasterCard last 3 digits on back of card
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Direct Debit

BSB Number Account Number

Bank Name

Account in the name of

All Home Phone plan monthly fees are billed monthly in advance. If you have selected to pay by Credit Card, the payment will be taken at the start of every month 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 to you at the start of the month and the payment will automatically be debited from your account on the due date, which will be printed on your invoice, there is no need for you to do anything; your monthly bank statement will show "ispONE Retail Pty Ltd". If you are unable to make payment for any reason please notify us in advance to avoid any failed direct debit charges. All billing is authorized by ispONE Pty Ltd.

Would you like us to e-mail your invoices? If you select yes, you will only receive a paper statement in your welcome pack, all following invoices will be sent by e-mail.

Yes No (\$1.50 charge per monthly invoice)

Section 5 - Declaration

By signing this declaration, 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.

SIGNATURE

PRINTED NAME

DATE (DD/MM/YYYY)