

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 Mobile Broadband?

ONEseniors Mobile Broadband connects you to the Internet using the ONEseniors 3G mobile network; it uses technology and a SIM card, just like a mobile phone. With your Mobile Broadband Modem, you can access the Internet when you're in the 3G network locations, whether it's outside your house, in a café or on the move. There's no need to wait for installation or to pay for a fixed line, all you need to do is plug a USB modem into a standard USB port on your computer.

When you have Mobile Broadband Services with ONEseniors you can enjoy the following great benefits:

- Access the internet from just \$10 per month.
- Generous new plans with data allowance starting from 500MB up to 9GB
- HUWAEI wireless modem supplied FREE*

Which Mobile Broadband plan is right for me?

We offer 4 different plans depending on your data allowance needs. Every time you read an e-mail or view a picture, you are downloading data. Every time you send an e-mail or upload a photo, you are uploading data.

Our basic **Small** plan is a great entry level plan and is suitable for general browsing and light Internet users.

Our **Medium** plan is for frequent internet browsers who travel a lot and want to take their Internet with them.

Our **Large** plan gives a very generous data allowance which will cover most people's requirements.

We have now introduced a **budget** plan for those who don't access the Internet too often and just need a small Data allowance - helping to make the Internet even more affordable at just \$10 per month.

Mobile broadband plans are a cost-effective, entry level package which will give you mobility. These plans may not be suitable for regular, heavy Internet use on a daily basis. If you are a heavy user or want to be able to watch videos or download music, you might want to consider our Fixed Line ADSL Broadband plans which allow unlimited downloads.

New and improved!

We are now offering our Mobile Broadband plans with a No Contract option for those who don't like to be tied into a contract. Now you can choose from a 12 month contract, or choose no contract and you simply have to give us 2 months notice and pay a \$90 exit fee.

How much does Mobile Broadband cost?

You can get Mobile Broadband from just \$10 per month. There is no set up fee and we'll send you a free* USB wireless modem.

How do I get Mobile Broadband?

Signing up for Mobile Broadband could not be easier! You don't need to have a landline to access the Internet. Simply fill out this application form and we will do the rest! We will run a check on your address to see if you can get signal in your area. Please allow up to 5 working days for your order to be processed and dispatched.

*\$16.50 shipping charge for the modem applies to each order

Mobile Broadband 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, 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 leave this part blank, you will not be able to opt for email invoices..

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 - Service address and plan options

Please tell us the physical address where you intend to use this service (please note, this CANNOT be a PO Box). When we process your application, we will use this address to test the quality of the connection you are likely to receive in your area. We will contact you if indicators show the signal will be poor.

Address (leave blank if this is the same as section 1)

Please tell us what you would like your 4 digit access password to be (This must be numbers only)

Plan name	Budget	Small	Medium	Large
Monthly fee	\$10	\$20	\$30	\$40
Included data allowance	500Mb	1.5GB	5GB	9GB
Connection fee	No set up fee			
USB modem	FREE*			
Contract term	12 months	Choice of contract		
Excess data charged	\$0.10c per MB	N/A excess data not allowed		
Perfect.....	for light users who use the Internet occasionally	for users who would like to do some web browsing and send emails.	for frequent internet browsers who travel a lot and want to take their internet with them.	A very generous data allowance which will cover most people's requirements
Select plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*All plans must use a Huawei wireless modem supplied by us for free, shipping and handling per order is \$16.50.

Data download and upload will contribute to your monthly data allowance. If you use your modem in someone else's computer, any uploads and downloads will count towards your data allowance. You can check your usage in your Members area by logging in through the ONEseniors website

Small/Medium/Large plans please note: Your service is capped once you have used your data allowance. This means that you will not be charged any excess fees as you will not be able to use your service once you have used all of your data allowance. If you find you are using up your data allowance too quickly, you might want to consider upgrading to a plan with more allowance – you can change at any time.

The budget plan is designed for people who access the internet a little. Excess data is allowed, but only up to an additional 1Gb over your Free allowance, this prevents you from receiving a large unexpected bill as your service is capped once you have used \$100 of excess data.

Section 4 - Home Phone plans

Have you considered moving your Home Phone service to ONEseniors? Why not check out our plans and see if there is a plan that suits you.

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

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			
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 timed call)	\$0 – We’ve scrapped our call connect fees!			
International calls	Please see our website: www.oneseniors.com.au			
Unlimited calls to a ONEseniors number	No	No	Unlimited calls to 1 ONEseniors landline or mobile of your choice	Unlimited calls to all ONEseniors landlines and mobiles
Perfect.....	if you don't use your phone much and need a budget home phone plan, or if you only need a home phone for your Broadband 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"/>

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.

Section 5 - 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)

<input type="checkbox"/> Visa <input type="checkbox"/> MasterCard Name on Credit Card <input type="text"/> Card Number <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> Expiry date (mm/yy) CVN Number <small>Visa and MasterCard last 3 digits on back of card</small> <input type="text"/> / <input type="text"/> <input type="text"/>	<input type="checkbox"/> Direct Debit BSB Number Account Number <input type="text"/> <input type="text"/> Bank Name <input type="text"/> Account in the name of <input type="text"/>
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All Mobile Broadband plan 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 authorised 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. If you have not included an e-mail address in section 1, your preference will be set to receive paper invoices.

Yes **No** (\$1.50 charge per monthly invoice)

Section 6 - Declaration

By signing this declaration, 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 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 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 24 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.

Signature

Printed Full Name

Date – (DD/MM/YYYY)

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