

## The Legal Stuff

### **Quick Reference Guide**

This is a summary of the Terms of your service agreement for you to use as a quick reference guide to help you through. The full version of the Terms and Conditions can be found on our website at [www.onemobile.com.au](http://www.onemobile.com.au). This summary is designed to highlight some key areas of the Terms and does not change the legal effect of our Standard Form Agreement. It is our recommendation that you do read the Standard Form Agreement in Full.

### **When will the billing for my service start?**

The billing begins from the date that the service is provisioned, regardless of when you choose to begin using your service.

### **When will I get my first invoice?**

Your first invoice will be sent out at the start of the first full calendar month. It will be pro-rated and include the portion of your first month's service and the access fee for your next month of services.

### **What do I do if I don't understand my invoice?**

You can log on to our website at [www.onemobile.com.au/invoicing](http://www.onemobile.com.au/invoicing) and have a look at our sample invoice, or you can call our customer care team for assistance.

### **What is a paper invoice charge for?**

If you have selected to have your invoice posted to you then there is an additional charge of \$2 for this service. You can opt to change to an email invoicing service which is free of charge at any time by informing us through your ONE account, or by giving our customer care team a call.

### **What will be the billing name that will appear on my bank/credit card statement if I pay by credit card or direct debit?**

The billing name for your services is "ispONE Retail".

### **What can I do if I have a dispute on my invoice?**

You need to let us know within 14 days of the invoice date. You will need to pay the disputed invoice by the due date and if we uphold the dispute we will return the amount to you within a reasonable time.

### **What happens if I don't pay on time?**

We print a due date on every invoice. This is the date that we will need to have received your payment by. Please consider the time that it may take for the payment to arrive into our bank account. If we have not received your payment by this date, you may incur a late fee charge of up to \$10 and your account may be suspended, pending disconnection.

### **What does a suspension of my account mean?**

Your services will be temporarily stopped or limited, depending on the service. We can suspend a service at any time for a number of reasons which can be found in the full Terms and Conditions (the most likely situation being non-payment). If we suspend your services you are still responsible for charges which accrue even though you are not using the service.

### **How do I check my usage or change any details on my account?**

You can log on to your account online at any time through our website to check your usage and change any personal details. Your login details are included in your Welcome Letter. You can call our customer care team on 1800 222 256 and they will be happy to provide you with your account information. We recommend that you do not rely on the accuracy of your usage record on your own computer or mobile as it may be unreliable.

### **How do I get help with my internet service?**

If you need help with your internet, our customer care team are more than happy to provide assistance. If you need guidance in using your internet or have computer related

issues we recommend calling a company called Gizmo on 1300 275 449. Gizmo specialize in computer related assistance.

**What do I do if I need to make a complaint?**

If you have a complaint we encourage you to contact us immediately. At the first instance, both complaints and faults should be reported to our customer care team. They will take action to have faults corrected. If they have not resolved a complaint within 7 days, you should ask that it be referred to a supervisor, who will address it or pass it on to our most appropriate staff member. If we ask for written details of your complaint, you must provide them, and we will normally report the progress of the matter to you by email.

If you are not happy with the resolution of your complaint please call our customer care team and quote the reference of your original issue and ask to lodge a complaint for review. The representative will lodge a complaint to management and the decision will be reviewed.

**What do I do if I have an ADSL service and I change address?**

The ADSL service is set up at your given address and cannot be transferred. You will need to terminate your 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, setup fees will apply (standard \$90).

**How long have I committed to having the service for?**

For ADSL, Voice and Mobile Broadband services your initial commitment period is two months, with a two month notification period. Your

notification period will be two months from the date that notification of cancellation is provided, in accordance with the termination terms.

For the Mobile service, which comes with a free handset, there is a 24 month minimum commitment period.

**How do I notify ONEmobile if I no longer want my service?**

There are a couple of options available for you:

a) Call our customer care team and advise them that you would like to provide notification of termination of your service. Our customer care representative will provide you with an Order Number that refers to your termination request.

b) Write to our Melbourne address (see above) and notify us of your termination. The Notification period will begin from the date that the termination request is received.

**What do I do if I want to take my service to another network before the end of my two month notification period for ADSL, Mobile Broadband or Voice?**

You are able to transfer your service at any time, though you will be billed for two months access charges from the date of notification. Notification will be taken from the earliest date of either formal notification of termination or churn of services.

**What do I do if I have a Mobile service and I want to terminate before the end of my minimum term?**

You will be liable for full cancellation charges.

***For the full Terms and Conditions please go to our website: [www.onemobile.com.au](http://www.onemobile.com.au).***