

## Make A Difference – Individual Program Terms & Conditions

### 1. Definitions

- 1.1** The ‘Jeenee Mobile Make a Difference Program™’ is provided by Jeenee Communications Pty Ltd and is designed to provide free services to people living with disability according to the criteria set out in these Terms and Conditions. Under the Program, Jeenee Mobile will donate mobile phone and HELP Centre services to people living with disability.
- 1.2** ‘The nominator’ refers to the person who is nominating a person living with disability to receive a donated mobile service.
- 1.3** ‘The nominee’ refers to the person living with disability who is nominated to receive a donated mobile service.
- 1.4** ‘The recipient’ refers to the person living with disability who receives the donated mobile service through the Jeenee Mobile Make A Difference Program™.
- 1.5** ‘The Make A Difference - Individual Program’ refers to Individual Program component of the Jeenee Mobile Make A Difference Program.

### 2. Donated mobile service

- 2.1** The total value of each donation is \$540 which includes:
- 1 x 12 month \$15 LIGHT SIM Plan comprising
  - 12 month subscription to the Jeenee Mobile HELP Service
  - 12 month subscription to the Jeenee Mobile GPS Locator Service
  - Jeenee Mobile \$15 LIGHT SIM Plan, which includes:
  - 250 minutes included calls every month
  - 500 SMS every month
  - Unlimited Jeenee2Jeenee calls
  - 150MB included data
- See [jeenee.org.au/makeadifference](http://jeenee.org.au/makeadifference) for further details.

### 3. Monthly mobile service usage allowance

The donated services include a monthly allowance of 250 minutes of standard calls to Australian based landlines and mobiles, 500 SMS, unlimited Jeenee2Jeenee calls and 150MB data. The recipients will receive usage text alerts at 50%, 70%, 85% and 100% of their monthly plan allowance, as per standard Jeenee Mobile customer service terms.

### 4. Donated 12 month service end date

The donated service ends 12 months after connection. There is no obligation for the donated service recipient to continue their service with Jeenee Mobile after the 12 month period. If the recipient chooses to remain with Jeenee Mobile, the recipient will be offered the most up-to-date offer in market at the time.

### 5. Eligibility

- 5.1** Only people living with disability, who are Australian residents living in Australia, are eligible to receive the donated services.
- 5.2** To be eligible for a donated service, a person living with a disability can either nominate themselves (the ‘nominee’) using the nomination form, or be nominated by another person (the ‘nominator’) to receive the donated service (using the nomination form). In order to ensure that the Make a Difference Program is meeting its primary objective applicants must provide some written proof that they live with disability.
- This can be in the form of:
- Pension Card (listing the Disability Support Pension)
  - A letter from your Service provider
  - Or some other form of proof.
- 5.3** The nominee or nominator must complete all of the details on the nomination form in order to be eligible to receive a donated service.
- 5.4** Recipients of the donated services will be selected by Jeenee Mobile from the list of nominees and published on the Jeenee Mobile website. The decision will be final and no correspondence will be entered into.
- 5.5** Successful recipients and/or their nominators will be contacted on the numbers provided on the nomination form.
- 5.6** It is a condition of the Program that every successful Applicant agrees to the use of their image and information for use by Jeenee Mobile in its marketing of the Program and other general marketing. The information used by Jeenee Mobile will be the information that is provided by the Applicant at time of application. All information will be de-identified prior to publication (eg – only the username selected by the Applicant, their State, image and short profile piece will be used). Furthermore it is a condition of the donation that the Recipient provide an update to their profile at least every 3-months which describes how they are using the donation. Failure to provide these updates may result in the cancellation of the donation.
- 5.7** An account will be created for successful applicants (the ‘recipient’). The Account Holder can be either the recipient or another nominated person, and will be responsible for ensuring adherence to the Terms and Conditions of this Program.

### 6. Our Responsibilities

- 6.1** Jeenee Mobile will provide the donated service as described above for the exclusive use of the recipient, free of charge for 12 months.
- 6.2** The donated service is limited to the monthly inclusions listed in the \$15 LIGHT SIM Plan as described above. For more details of the monthly inclusions see [jeenee.org.au/critical-information-summaries](http://jeenee.org.au/critical-information-summaries).
- 6.3** In an effort to minimise overspending, Jeenee Mobile will provide the recipient and the Account Holder information about monthly usage as part of the service offering. When usage exceeds the included values listed in the plan, the donated service will be restricted. Any usage over and above the included value will be the responsibility of the Account Holder.
- 6.4** The total value of the provided donated service offered is \$540.
- 6.5** Jeenee Mobile takes the privacy of our Customers seriously and we will never share details with any unrelated party. The Jeenee Mobile Privacy Policy is available at [jeenee.org.au/policies](http://jeenee.org.au/policies).

### 7. Your Responsibilities

- 7.1** The donated service is provided for the exclusive use of the recipient and is not to be used by any other individual. Jeenee Mobile reserves the right at any time during the term of the donation to rescind the donation if it becomes apparent these Terms and Conditions have not been met.
- 7.2** Jeenee Mobile will at all times work with the Account Holder and the recipient to ensure the service usage remains within the included donated monthly amount. However, it is not possible to restrict usage in real time due to the delay in obtaining timely usage data from the network. Therefore, the successful recipients of the donated services agree to be responsible for any usage that is over and above the included value provided as part of the donation.
- 7.3** The donated service cannot be resold and must be used in accordance with the Jeenee Mobile Terms and Conditions. The Jeenee Mobile Terms and Conditions are available at **[jeenee.org.au/terms-and-conditions](http://jeenee.org.au/terms-and-conditions)**.
- 7.4** The donated mobile service will only be provided by Jeenee Mobile through the Make A Difference - Individual Program to people living with disability for their personal use.