



## Captioning Videophone Program Participation Agreement

The Konnekt-Telstra Captioning Videophone Program seeks to help Australians who have a severe or profound hearing impairment to stay connected.

This Program is available to Telstra customers (including Telstra, Boost Mobile and Belong) already connected on one of Telstra's phone networks, as well as residents of Commonwealth-government-subsidized residential care homes (in which case there is no requirement to be already connected on any network). An online version of this form is available at [konnekt.com.au](http://konnekt.com.au)

Captioning Videophone User			
Mr/Ms/...	Given Name	Family/Surname	
Residential Address (including Room Number or Unit Number, if any)			
Suburb/Town		State	Postcode
Home phone number (if any):		Mobile (for text) (if any):	
Work phone (if any):		Email (if any):	
Current devices (e.g. TTY, mobile):		Existing Internet (None / NBN / other / unknown):	
Why my current device or regular phone is unsuitable (e.g. severe or profound hearing impairment / need lip reading or large captions to understand)			
Telstra Account Details (not required for care home residents) or Care Home Details			
Telstra / Boost / Belong phone number (not required for care home residents) or Care home name and suburb:			
Payer of Program Charges (if different from user)			
Mr/Ms/...	Given Name	Family/Surname	
Street Address (including Business Name, if any)			
Suburb/Town		State	Postcode
		Country (if not Australia)	
Phone:	Mobile:	Email:	
Additional Contact Person (if it is easier for us to talk to someone you nominate)			
Mr/Ms/...	Given Name	Family/Surname	
Phone:	Mobile:	Email:	

# Captioning Videophone Program Participation Form

Questions? Call Konnekt on 1300 851 823 or 03 8637 1188 for help or to complete this form over the phone



Equipment Delivery			
Deliver to: <input type="checkbox"/> User address <input type="checkbox"/> Payer <input type="checkbox"/> Additional Contact Person / Other (please provide details below):			
Contact Name for Delivery:		Phone:	
Street Address for courier (no P O Box)			
Suburb/Town		State	Postcode
Instructions for courier:			

- I acknowledge that the details provided for the Captioning Videophone User are accurate and correct, and there is a need for the Captioning Videophone User to participate in the Program.
- I acknowledge that the Program may be ended at our discretion with at least 6 months' notice in writing. I agree to take care of the equipment and return it if requested at the end of the Program or when my participation ends.
- I agree that I must remain a Telstra, Boost Mobile or Belong customer to remain eligible for the program. This does not include any other Telstra services that may be provided to me through the Konnekt-Telstra program.  
(IMPORTANT: This requirement to be a Telstra customer is waived for care-home residents).
- I agree to pay Konnekt the Program Fee of \$10 per month, or \$5 per month if I already have a suitable Internet service, during my participation unless otherwise agreed with Konnekt. I understand that if I currently have no compatible Internet service then Konnekt will assist me financially with a suitable Telstra Internet service.
- I agree that during the Program I may be asked to provide feedback to Konnekt in relation to the Konnekt service.

**Privacy policy:** [konnekt.com.au/privacy](http://konnekt.com.au/privacy) Konnekt will only release the above information:

- To Konnekt staff or contractors for purposes of equipment supply, connection, billing, on-going support, return, and to ask you about the Program to help us improve the Program; or
- If we are required by law, or if required to obtain legal or accounting advice.

Signature of Captioning Videophone User or authorized representative:

Date:

Signatory Name and Relationship with User (if signed on behalf of User):

Referred by (e.g., ABC Audiology) (optional): \_\_\_\_\_

<p>Please send this completed form to us:</p> <p>Scan and email to: <a href="mailto:sales@konnekt.com.au">sales@konnekt.com.au</a></p> <p>OR send your form to: Konnekt Level 1, 451 Nepean Hwy Chelsea VIC 3196 AUSTRALIA</p>	<p>We will deliver your Captioning Videophone as soon as possible...usually within 2-3 weeks. Meanwhile, please tell us the names and contact details of the people you want on your speed-dial buttons, the colours you would like, and other preferences.</p> <p>Product: <a href="http://www.konnekt.com.au/captioning-video-phone/">www.konnekt.com.au/captioning-video-phone/</a> Questions? See <a href="http://www.konnekt.com.au/captioning-phone-faq/">www.konnekt.com.au/captioning-phone-faq/</a></p>
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