



# **Frequently Asked Questions (FAQs)**

#### Financial Assistance

| Q | Am I able to get assistance with funding the cost of the phone connection?                |
|---|---|
| Α | You may be able to get assistance with funding through Studylink as a course related cost |

### **Existing Plans**

| Q | Can I transfer my existing phone number on to this plan?                 |
|---|--|
| Α | Unfortunately, we cannot transfer existing phone numbers onto this plan. |

#### **Hotspot**

| Q | Can the phone be used to hotspot other devices?  |
|---|--|
| Α | Yes, the phone can be used to hotspot other devices, and it can effectively become a modem at home |
|   | or be used when on the move so you can continue to remain connected.                               |

#### Service support

| Q | Who do I contact if I have an issue with the service?   |
|---|---|
| Α | There will be a dedicated helpline number just for wananga students to One NZ directly. One NZ      |
|   | will also manage device faults and warranty claims (including non-warranty claims if applicable).   |
|   | The number to call will be supplied by One NZ with the phone. You will also be able to contact      |
|   | them on twwoa@one.nz. You will need to give One NZ the IMEI# (supplied with the phone) when         |
|   | emailing so they know that it is a phone purchased through this plan.                               |
| Q | Who provides training to use the phone?   |
| Α | Training is provided by One NZ via a dedicated helpline number (to be supplied).                    |
| Q | What happens if the phone needs to be replaced outside of warranty?                                 |
| Α | The cost of a replacement T23 smart phone is \$159 plus GST   |
| Q | What is the cost to inspect a phone if not under warranty?  |
| Α | It costs \$60 to inspect a phone that is not under warranty whether the repair goes ahead or not. A |
|   | repair that is required outside of warranty will be at the student's cost.                          |

## **Partnership**

| Q | Why have you partnered with One NZ?   |
|---|---|
| Α | As One NZ have partnered with Space X and Starlink ( <a href="https://one.nz/why-choose-us/spacex/">https://one.nz/why-choose-us/spacex/</a> ) we |
|   | expect connectivity to continue to improve later this year, so that you should be able to connect   |
|   | from almost anywhere in Aotearoa New Zealand. This will assist our students who live remotely to  |
|   | access our services more effectively.   |
|   |   |

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