



Frequently Asked Questions (FAQs)

Financial Assistance

Q	Am I able to get assistance with funding the cost of the phone connection?
A	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?
A	Unfortunately, we cannot transfer existing phone numbers onto this plan.

Hotspot

Q	Can the phone be used to hotspot other devices?
A	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?
A	There will be a dedicated helpline number just for wānanga 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?
A	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?
A	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?
A	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?
A	As One NZ have partnered with Space X and Starlink (https://one.nz/why-choose-us/spacex/) 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.