

Mobile Plan for Te Pūkenga – Otago Polytechnic

Te Pūkenga – Otago Polytechnic has a contract with One NZ for the purchase and supply of mobile device hardware and plans under an ‘All of Government’ Telecommunications as a Service (TaaS) plan. The contract includes a single rate for staff, which includes unlimited calls and texts within New Zealand and to Australia.

1.0) Mobile Access and Usage Charges within New Zealand

What is included in the \$27.00 monthly fee	
Minutes	Unlimited calling to standard New Zealand and Australian mobiles and landlines.
Texting	Unlimited texts to standard New Zealand and Australian mobiles
Voicemail	Unlimited calling to Voicemail
NZ data	As individually allocated
PTX rates to NZ mobiles	
To other One NZ mobiles	\$0.17 per PXT
To other NZ networks	\$0.44 per PXT
International TXT and PTX rates to NZ mobiles	
International texting	\$0.31 per TXT
International PXT rates	\$0.52 per PXT

2.0) Terms and Conditions

- Calling rates excludes overseas calls other than Australia, and does not include premium and special numbers, such as 0900, audio conferencing, competition texts, TXT a Park, or directory assistance.
- For all chargeable calls, a “flag fall” is applied to the first minute once the call is connected. After the first minute, the call is charged by the second.
- Special features, such as donations and texting to park, are not permitted on Polytechnic mobiles or plans.

3.0) Data-only laptop and tablets plans

What is included in the \$5.00 monthly fee
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Minutes	None
Texting	None
NZ data	As individually allocated
Voicemail	Not available

4.0) Mobile Phone Subsidy

There is no mobile phone subsidy available as these are open-term plans, which means they can be cancelled at any stage.

5.0) International Roaming

For an additional flat daily fee, you can use the minutes, TXTs, data and standard rates from your New Zealand plan. Only One NZ offers un-throttled 4G roaming in over 100 Daily Roaming destinations, plus you'll no longer pay a per minute charge to receive calls. Everywhere else, you'll get fixed price data packs and per minute/TXT rates for calls and TXTs.

	Daily Roaming	Non-Daily Roaming Rates	Non-Daily Roaming Data Rates
Countries	Please click here to confirm current Daily Roaming destinations	Please click here if your destination is not Daily Roaming supported	Please click here if your destination is not Daily Roaming supported
Rates		Non-Daily Roaming Calls \$3 per min \$1 per min to receive	Non-Daily Roaming \$15 for 40MB \$30 for 100MB \$50 for 200MB
	per day to use your plan minutes, TXTs, data and standard rates including: - Unlimited calling to NZ, AUS, and your roaming destination - Unlimited TXT to NZ, AUS, and your roaming destination	Rest of the World Calls \$5 per min \$1 per min to receive	Rest of the World \$30 for 5MB \$50 for 10MB \$100 for 25MB
		\$0.80 per TXT message	

5.1) Avoiding International Roaming Charges

If you do not want to be charged for Daily Roaming on a specific day, please turn off Mobile Data under Settings > Mobile/Data, as mobile data will be used continuously throughout the day and night by your mobile for updating emails, and services. A Daily Roaming charge will occur if you receive a phone call or if an incoming call terminates to your Voicemail.

The same rates also apply to data-only connections such as laptops and tablets that have a One NZ SIM card/eSIM.

5.2) Arriving at your destination region

When you arrive in the country you're visiting and turn on your phone, you will receive a TXT message notifying you of the applicable plans/pricing that will apply. If you're in a Daily Roaming country, the message will be a reminder that you can use your device just like you do normally for only \$8 per day.

If you're in a Non-Daily Roaming destination, the message will show calling and TXT costs and state that will need to buy a data bundle if you wish to use mobile data; and that you will receive another TXT shortly with the data bundle options and how to buy them.

If you are using a laptop or tablet, you will be redirected to a One NZ page when you open the web browser for the first time, from where you can select the appropriate data bundle.

In Non-Daily Roaming destinations, you will receive TXT notifications advising when you have used 80% and 100% of your data bundles and redirected to a screen with the option to purchase another bundle. Please note that no TXT notifications are sent to tablets as they can't receive TXTs.

6.0) Support Services

The Polytechnic out-sources all mobile device support to a dedicated One NZ customer success representative, who can arrange on-premises support where required. For urgent requests, the Service Desk Team team are ready to assist, and they can be reached via 0800 POLY IT.

7.0) Cancellation of Mobile Plans

All Polytechnic mobile and data plans are open term, meaning they can be cancelled without additional charges. You can raise a disconnection request using the [service portal](#).

When you disconnect a service, the number will appear on the following One NZ statement, which includes a pro-rata (partial month) credit from the date of disconnection, through until the Polytechnic's One NZ billing cycle on the 25th each month.

8.0) Lost or Stolen Mobile Devices or Handsets

- If a user has lost their work-issued mobile, or had it stolen:
- Please immediately contact One NZ Business Support on 0800 738 394 to immediately bar outgoing usage, and report this to your formal leader.
- One NZ staff cannot track devices using our systems; however, iPhones can be tracked if Find My iPhone was enabled and select Android devices can be tracked using Google Find My Device to lock the device, make a sound, or factory reset.

Note: No Polytechnic mobile has One NZ provided mobile insurance associated with the device.

Once a new phone is available for the user, raise a request using the [service portal](#) to swap the existing mobile number onto a new blank One NZ SIM card.