SOS SMART WATCH

24x7 Personal Mobile Alarm Monitoring

SERVICE APPLICATION FORM

Use this application form to order a new service. You may complete it electronically or on paper. Ensure all sections are filled out thoroughly and send to **sales@myhomefone.com.au** or return to your MyHomeFone representative.

Salesperson:

SECTION 1: Account Holder Details

☐ I am a new customer; my *New Customer Account Registration Form* accompanies this form.

☐ I am an existing customer; my Account Number is:

Promotional Code:

SECTION 2: Service Plan Selection

This service qualifies for a range of government-subsidised programs. If you have approved funding, please select the correct monthly or annual plan based on your scheme's requirements to ensure your claim is successfully approved by the relevant government department or agency.

For plan details, please refer to the Critical Information Summary (CIS).

Select one plan below:	**Setup**	**Recurring**
☐ SOS Only - MONTHLY	$149	$35
☐ SOS + Standard Calls - MONTHLY	$149	$42
☐ SOS Only - ANNUALLY	$0	$499
☐ SOS + Standard Calls - ANNUALLY	$0	$599

SECTION 3: Service Address – where does the watch wearer primarily reside?

Complex Name:		
Street Address:		
Suburb:	State:	Postcode:
Key Hide Location (if applicable):	Key Safe Code:	

SECTION 4: Watch Wearer Details

A mobile number is required as a secondary communication channel alongside the watch.

First Name:	Last Name:
Date of Birth:	Mobile Number:
Is there anything else important we should know about? i.e. mobility problems	

SECTION 5: Emergency Contacts

Please provide the details of **two** people who have agreed to be contacted if the watch wearer requires assistance. These contacts must be local, reachable by phone, and aware of any property access details for the address in Section 3 or any other locations where the wearer may be staying. List the contacts in the preferred order of contact.

****Mobile phone numbers are mandatory for all emergency contacts****

EMERGENCY 1	
First Name:	Last Name:
Mobile Phone Number:	Alternate Phone Number:
Any other helpful information? E.g. what is their relationship, how far away, and do they have a key?	

EMERGENCY 2	
First Name:	Last Name:
Mobile Phone Number:	Alternate Phone Number:
Any other helpful information? E.g. what is their relationship, how far away, and do they have a key?	

SECTION 6: Maintenance/Support Contact

Please provide the details of a support contact for your account who will receive email notifications regarding device-related issues, such as the watch going offline.

First Name:	Last Name:
Preferred Phone Number:	Alternate Phone Number:
Email Address:	

SECTION 8: Confirmation of Understanding / Service Authorisation

PLEASE INITIAL EACH ITEM AND SIGN AT THE END

[ ] I understand the watch is continuously monitored and designed to be powered on permanently.

[ ] I understand the wearer is responsible for recharging the watch every night at their bedside.

[ ] I understand that in the event of an SOS alarm activation, the Response Centre cannot directly dispatch Emergency Services without verbal contact with the wearer. Emergency Contacts will be notified and provided with location tracking details.

[ ] I understand location data is provided on a best-efforts basis.

[ ] I understand Emergency Service Personnel may use reasonable force to enter a premises. I acknowledge that this entry may result in damage or loss to the premises and agree not to hold the Emergency Service liable for any such damage or loss. Furthermore, I indemnify myhomefone Pty Ltd against any claims relating to such damage or loss.

[ ] I understand that all incoming and outgoing telephone communications made to and from the Daktel Response Centre are recorded as part of the provision of this service.

[ ] I understand that this service is provided using the mobile access network and that coverage, availability, reliability, and service delivery are not guaranteed.

[ ] I understand that email notifications to my Maintenance/Support Contact regarding device-related issues are not sent in real-time and can take up to 48 business hours.

[ ] I understand the equipment is provided under a rental agreement and must be returned upon service cancellation. Missing/damaged equipment fees apply (excluding fair wear & tear).

[ ] I understand upon submission of this application, the service connection will be completed as soon as possible. Order withdrawal fees may apply. The Standard Connection Timeframe is within 7 NSW business days. A minimum contract term of 12 months applies for all plans.

GENERAL TERMS AND CONDITIONS

The General Terms and Conditions are set out at myhomefone.com.au/terms-and-conditions; Critical Information Summaries are also available at that address. Please read these carefully and ask us if you have any questions. The services provided under this Customer Contract are provided by myhomefone Pty Ltd.

Name:	**Date:**
Signature:	