

3G Network and GPS Disclaimer

1. Limitations of device: Mobile network coverage disclaimer

You understand the actual mobile alarm connection depends on where You are in relation to the available 3G (WCDMA) mobile network coverage. You should be aware that Daktel Australia Pty Ltd uses mobile coverage maps from the Network Provider to check on available 3G coverage in Your home when processing Your order and that these maps have been created using tools that predict the likely areas of coverage, but do not guarantee that coverage.

Not every particular location within an identified coverage area has been individually tested for coverage. This means that while the footprint of coverage outlined on the maps is generally accurate. There will be specific areas described as being within a coverage area where Your myhomefone or Personal Security Communicator will not work.

This is a common characteristic of wireless systems. For example, coverage could be degraded or non-existent in specific locations due to certain physical structures or geographic features or as a result of the device used. Physical structures, which may block or inhibit coverage, could include basements, lifts, underground car parks, concrete buildings, tunnels and road cuttings. Geographic features, which may block or inhibit coverage, could include formations such as, hills and mountains or even trees.

If You are relying on the device for possible emergencies, it is Your responsibility to test the device and make calls on a monthly basis. Daktel Australia does not guarantee that the device can connect to the mobile network at all times nor that a help text message or help calls will be received by every emergency contact at all times or within a short time frame.

2. Limitations of device: GPS Functions disclaimer

You understand that the GPS functions, and the help SMS, sent out with a GPS location on Google Maps, are limited to the common constraints of all GPS systems.

The device uses the built in GPS technology to fix the location of the device with an accuracy of 2.5 metres. In order for the GPS functions to work, it requires a line-of-sight connection to satellites in the sky. For the device to receive the signal it needs to be pointed to the sky. It normally takes up to 10 minutes to receive its first fix (TFFF) and work out the co-ordinates of its exact location.

In the event that the pendant cannot receive the GPS signal, the pendant will send CBP (Cell Based Location), which is the location of the nearest cell tower that has the strongest signal and if no CBP available, the pendant will send last known GPS position. This procedure takes maximum 1.5 minutes (if no GPS is available). If GPS is available, then it takes approximately 1 minute.

The device does not use a 'triangulation method' when a current GPS fix is not available. The device checks for an updated GPS location when the device detects movement in accordance with the default, power saving mode and therefore Daktel Australia cannot guarantee that the device knows the current GPS location at all times, i.e. When the help button is activated or a 'loc' request is sent to it via text.

Underground car parks, lifts, concrete buildings, tunnels and other constructions can block the signal from satellites to the pendant. It is possible that if a wearer of the pendant is in a location where there is no GPS signal, that there may also be no 3G mobile signal meaning the functions of the device will not operate till the wearer moves to an unobstructed location.