

Critical Information Summary

MyCareFone – Personal Safety System



This summary may not reflect any discounts or promotions which may apply from time to time.

Plan Name	Basic ¹	Intermediate	Premium
Minimum Monthly Charge	\$25	\$40	\$55
Included Hardware	4G Base Unit Rental	4G Base Unit Rental	4G Base Unit Rental
	1 choice of pendant	1 choice of pendant	1 choice of pendant
		Phone Handset Rental	Phone Handset Rental
			2 Motion Detectors 2 Door Sensors 1 Smoke Detector
Line Rental	Included		
Calls to standard Australian numbers			
Local & National	Calls to Daktel Emergency Response only	Unlimited	
Mobiles		Unlimited	
13 & 18 numbers		Unlimited	
Calls to international numbers²	Pay as you go. Services with Wi-Fi Hotspot on the Telstra network receive the International Calling Pack 15 Unlimited as a free bonus. For details, visit myhomefone.com.au/rates		
Voicemail	Not Applicable	Included	
Wi-Fi Hotspot Data Allowance	Not Available	18GB – Additional \$11 per month	
		30GB – Additional \$22 per month	
		100GB – Additional \$44 per month	
Access Network	Choose from Telstra or Optus		
Home Phone Number			
Transfer Existing	Not Applicable	\$0	
Establish New		\$24.95	
Once Off Connection Charge		\$99	\$199
Total Minimum Cost Over Minimum Term	\$699	\$1059	\$1519
Minimum Term³	24 Months		

Information about this service

MyCareFone is a flexible, all-in-one personal alarm and optional home phone solution that helps people live safely and independently in their own homes. 24/7 professional assistance is triggered by a simple button press or through a range of hardware accessories.

Home phone users can transfer an existing active landline number to us or obtain a new one. Optional internet access is available via a built-in Wi-Fi Hotspot.

¹Basic Plan Eligibility

This is a specialised service with limited availability. Contact us to discuss your eligibility.

Accessories

You can purchase additional hardware accessories. Up

to 9 of each type of transceiver is supported. Our range of accessories includes a lanyard pendant, wrist pendant, pull cord & button, door sensor, smoke detector and motion detector. Visit our website for more details.

Exclusions

Your plan does not include international calls (unless Wi-Fi Hotspot is enabled as below), calls to premium numbers, and all other services not specified as being included. Outbound Caller ID is not supported for landline numbers.

Equipment & Installation

A simple self-installation kit with plug-and-play instructions will be dispatched to you. Rental of supplied equipment is included in the Minimum Monthly Charge. Upon service cancellation,

equipment must be returned to us in the same clean condition and good working order as when you received it, ordinary fair wear and tear excluded.

Additional Handsets

Supplementary cordless handsets with a charging base are available for an additional \$40 once-off fee. Alternatively, you can add your own GAP (Generic Access Profile) compatible handset(s) to our supplied base unit.

Network Availability & Congestion

This service is delivered using your initial choice of the Telstra or Optus 4G mobile network, which may not always be available and is subject to change by the Network Operator. You should check the coverage for your area before purchasing this service. Please get in touch with us if you require assistance with this.

Internet speed across mobile networks is variable and may be subject to de-prioritisation by the Network Operator during periods of congestion.

²International Calling

International dialling is disabled by default to prevent bill shock. Please contact us to enable outbound international dialling. Services on the Telstra network with Wi-Fi Hotspot enabled receive bonus unlimited included calls to 15 destinations. For the complete list of international calling options, destinations, and rates, refer to our Pay-As-You-Go (PAYG) Rates document at www.myhomefone.com.au/rates

³Plan Changes During Minimum Term

Downgrading from the initial plan selection is not permitted. The *Premium* plan is available to new services only. Upgrading from *Basic* to *Intermediate* is permitted anytime (SIM Card Replacement & Delivery Fees may apply), with optional accessories available for outright purchase.

Billing & Fees

Your plan will automatically start billing upon dispatch of the self-installation kit to you. Accounts are billed monthly in advance, so your first invoice will include a pro-rata amount for the balance of the current billing period. In addition to the monthly charge, you may pay the following charges:

Call Charges - calls to numbers not included in your plan.

Delivery Fee - \$19 for shipping and handling for any new/replacement equipment.

Paper Bill Fee - \$2.20 for each paper bill posted. Alternatively, if you don't use eMail, you can specify a friend or family member's eMail instead with us.

Late Payment Fee - \$10 for each bill not paid by the due date.

SIM Card Replacement Fee - \$10

Unreturned Equipment Fee - \$299 for damaged equipment or not returned within 21 days of cancellation.

Wi-Fi Hotspot Data Usage

All unused data expires at the end of each billing period. If you exceed the included data allowance, data access may be suspended for the rest of the billing period unless you wish to upgrade your plan. We will send you email notifications when you've reached 50%, 85% and 100% of your plan inclusions.

Obtaining Usage Information

To access information about your expenditure and data usage, please log into your account at myaccount.myhomefone.com.au

Cancelling Your Plan

Early Termination Fee (ETF) and Clawback Charges may apply when you cancel your service within the minimum term.

Fair Use

This service is subject to our Fair Use Policy, which sets out rules for the reasonable and lawful use of our service. If you choose not to follow the directions in the policy, for example, by using your plan excessively or fraudulently, we can take the actions mentioned in the policy.

Dispute Resolution & Complaints

If you are unhappy with us or your service, please contact our Customer Service Team first. We would love to help where we can. If you wish to make a formal complaint, please refer to our Complaint Handling Policy, available on our website, to contact our specialist complaint resolution team.

If you are still unhappy, you can call 1800 062 058 to seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman.

This is a summary only. To view all policies, terms and conditions, go to:

www.myhomefone.com.au/terms-and-conditions