

Critical Information Summary

MyCareFone – Personal Alarm Home System



This summary may not reflect any discounts or promotions that 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	Not Applicable	Pay as you go. Services with Wi-Fi Hotspot 29GB or above 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	15GB (+ \$10 per month)	
		29GB (+ \$20 per month)	
		60GB (+ \$30 per month)	
		100GB (+ \$40 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		\$149	\$249
Total Minimum Cost Over Minimum Term	\$749	\$1109	\$1569
Minimum Term³	24 Months		

Information about this service

MyCareFone is a personal alarm system with an optional home phone and Wi-Fi service, designed to support safe and independent living. Pressing the SOS button—or using supported accessories—will connect you to Daktel's 24/7 dual Grade A1 Monitoring Centres for immediate assistance.

This is a residential grade fixed-mobile service that operates on the Optus or Telstra 4G networks. It does not require an NBN (fixed-line) connection. If you choose the home phone option, you can keep your existing landline number or request a new one.

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.

¹Basic Plan Eligibility

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

Exclusions

Your plan does not include international calls (unless Wi-Fi Hotspot is enabled, as described above), calls to

premium numbers, or any other services not specified as being included. Outbound Caller ID is not supported for landline numbers.

Equipment & Installation

A self-installation kit with plug-and-play instructions will be sent to you. Equipment rental is included in your Minimum Monthly Charge. On cancellation, equipment must be returned in clean, working order (fair wear and tear excluded).

Additional Handsets

Extra cordless handsets with a charging base are available for a one-time fee of \$40 each. You may also use your own GAP-compatible handset(s) with our base unit.

Network Availability & Congestion

This service relies on mobile network coverage, which may not always be available, can vary by location and is subject to network congestion or changes by the carrier. Please check coverage before purchase.

²International Calling

International dialling is disabled by default to prevent bill shock. Please contact us to enable outbound international dialling. Services with Wi-Fi Hotspot plans of 29GB or above on Telstra receive a bonus of unlimited 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 your initial plan selection is not permitted. The *Premium* plan is available exclusively to new services. 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 bill 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 - \$24 for shipping and handling for any new/replacement equipment.

Paper Bill Fee - \$3.30 for each paper bill posted. Alternatively, if you don't use eMail, you can specify a friend or family member's eMail instead.

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 remainder of the billing period, unless you choose 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 in to your account at myaccount.myhomefone.com.au

Cancelling Your Plan

An Early Termination Fee (ETF) and Clawback Charges may apply if you cancel your service within the minimum term. The ETF is \$300, prorated across the length of the minimum term (e.g. a \$150 ETF would apply 12 months into 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