

Critical Information Summary

Personal Alarm Watch (Professionally Monitored)



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

Plan Name	SOS ONLY (Monthly)	SOS ONLY (Annual)	STANDARD (Monthly)	STANDARD (Annual)
Minimum Monthly Charge	\$35		\$42	
Minimum Annual Charge		\$420		\$504
Included Hardware Rental	4G Personal Alarm Watch with Charger			
Inbound Calls	Unlimited			
Outbound Calls to standard Australian numbers				
SOS Emergency	10 minutes monthly call time included 79c/ min thereafter. *			
Local, National & Mobiles (Non-Emergency Calls)	\$1/ min		30 minutes monthly call time included 79c/ min thereafter. *	
Voicemail & SMS Messaging	Not Available			
Access Network	Telstra			
Once Off Connection Charge	\$149			
Total Minimum Cost Over Minimum Term	\$569		\$653	
Minimum Term	12 Months			

*Unused call time expires each month.

Information about this service

The DX-9mw Watch is a lightweight personal emergency response device that connects directly to Daktel's 24/7 dual Grade A1 Monitoring Centres. It allows two-way SOS voice communication with emergency responders and includes optional fall detection. The device uses advanced ten-fold positioning technology for accurate location tracking, including indoor environments.

The IP67-rated watch is water-resistant and safe to wear in the shower. When an SOS alarm is triggered, the Monitoring Centre can access the wearer's location and key health metrics—such as heart rate, blood pressure/oxygen levels, and body temperature—which may assist in prioritising ambulance dispatch.

Colours & Wristbands

The watch is supplied in a universal black colour to support affordability and eligibility for government-subsidised programs. You may choose to replace the wristband with an alternative colour/style at your own expense. We recommend visiting a local jeweller or watch repair service for proper fit and compatibility. Locking clasp wristbands are also available from third-party retailers and may be suitable for users with dementia or Alzheimer's, as they are designed to be difficult to remove without a special tool.

Equipment & Setup

The watch comes pre-programmed and ready for use after an initial battery charge. A Quick Start Guide is included. Watch rental is included in your monthly fee. If the service is cancelled, the watch must be returned in clean, working condition (excluding fair wear and tear) and with its original wristband.

Calling Features

All plans support standard non-emergency voice calls. Outgoing calls are charged per your plan; incoming calls are free. A Contacts (phonebook) feature, for up to five numbers, is planned in a future update. Changes to these contacts via our service desk incur a \$5 fee.

International Outbound Calling & Roaming

Not available. This service is intended for use within Australia only.

Mobile Number Portability

Phone number porting is not supported.

Emergency Contacts

You must register two local emergency contacts who can be reached on a mobile phone and are available 24/7. If the wearer needs help, a response operator may contact these people to assist.

Maintenance/Support Contact

You must register a support contact to receive email alerts about device issues, such as loss of connection.

Always On

The watch is continuously monitored and should always remain powered on, even if not being worn. The wearer should remove and recharge the watch each night at their bedside, ready to wear it again when they get up.

Property Access Details

You can register key safe or lock box details with us to assist paramedics in accessing your home. Any other necessary information (such as that for shared complexes like apartment buildings) should be registered directly by you or your community/building manager with the local ambulance service.

Emergency Contacts should also be aware of any necessary property access details for the wearer's home or other locations where they are staying.

No Voice Contact

If the Monitoring Centre cannot establish verbal communication with the wearer upon an SOS alarm activation, only Emergency Contacts will be notified, along with tracking details (if available). Emergency Contacts are responsible for rendering help and requesting emergency services. The Monitoring Centre cannot directly dispatch emergency services if verbal contact is not established.

Network Availability & Congestion

This service is delivered using the Telstra 4G mobile network, which may not always be available and is subject to change by the Network Operator. We cannot guarantee that the watch can always connect to the mobile network. You should check the coverage before purchasing this service. Please get in touch with us if you require assistance with this.

Location Tracking Limitations

The watch uses various technologies to provide location data with an accuracy of approximately 5 meters. However, signals can be impeded in some areas, so we cannot guarantee the device will always be able to show an accurate location, and the wearer must be mindful of this.

Consumer Device Failures

The DX-9mw is a consumer electronic device, not certified under AS4607 personal emergency response standards. However, it offers reliable support on a best-effort basis for daily safety and monitoring.

Billing & Fees

Your plan will automatically start billing upon dispatch of the watch. 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.

Obtaining Usage Information

To access information about your expenditure and 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, excessive SOS alarm activations or using your plan 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