Critical Information Summary

MyCareFone – 24x7 Personal Alarm Monitoring

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

Item	Basic (Standalone Alarm Plan)		Home Phone Plan Add-on
	Monthly	Annually	Monthly
Minimum Recurring Charge	**$29**	**$449†**	**+$10***
Included Hardware	4G Base Unit Rental & 1 pendant: lanyard or wristband		
Additional/Replacement Accessories – outright purchase			
Lanyard Pendant	$50‡		
Wristband Pendant	$50‡		
Lanyard to Wristband Converter	$10‡		
Wall Mounted Pull Cord	$50‡		
Calls & Wi-Fi Hotspot Data	Alarm calls only; no Wi-Fi data		As specified in your Home Phone Plan CIS
Access Network	Choose from Telstra or Optus		
One-off Connection Charge	$149	$0	$0
Total Minimum Cost Over Minimum Term	$497	$449†	+$30
Minimum Term	12 Months		3 Months

†Per year, paid upfront. *Home Phone plan charges apply separately. ‡GST Exempt

Information About This Service

MyCareFone is a 24x7 professional personal home alarm monitoring service to support independent living at home. Pressing an SOS button or activating a compatible alarm accessory connects the user to our dual Grade A1 Monitoring Centres for assistance.

The Basic standalone plan provides alarm functionality only over the Telstra or Optus 4G network. No NBN or fixed-line connection is required.

Home Phone Monitoring Add-on

Monitoring can be added to an eligible Home Phone plan at commencement or later, with no monitoring connection fee. Each activation has a three-month minimum term.

Read this CIS together with the applicable Home Phone plan CIS. Home Phone charges, inclusions and contract terms apply separately.

Equipment & Accessories

Standalone plans include a rented 4G base unit. The Home Phone Monitoring Add-on uses the existing Home Phone base unit; no additional base unit is supplied.

One lanyard or wristband pendant is included on first activation only. Retain it for future use; reactivating monitoring does not include another pendant. Additional or replacement pendants are purchased at the prices shown in the table.

Contact us about other compatible accessories. Pendants and wireless accessories must remain within operating range of the base unit and do not provide monitoring away from home.

Installation & Testing

A self-installation kit with instructions is supplied. Follow the instructions and complete an initial test with the Monitoring Centre before relying on the service. Test and maintain the equipment as instructed and contact us if it is not working correctly.

Property Access Details

You can register any key safe or lock box details with us to help paramedics access the user's 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. Ensure any nominated emergency contacts also know the relevant access details.

Maintenance/Support Contact

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

Monitoring & Service Limitations
Monitoring provides 24x7 access to trained operators who help arrange assistance when an alarm is received. Emergency service or nominated contact attendance and response times depend on availability and cannot be guaranteed. Keep the service address, nominated contacts and response information current.

The service relies on working equipment, power and mobile coverage, which may be affected by location, congestion, outages or carrier changes. Check coverage before purchase.

Keep the base unit connected to power. Its built-in backup battery provides up to 48 hours of standby operation during power outages.

No Voice Contact
If an alarm is received but voice contact cannot be established with the user, the Monitoring Centre will try any nominated emergency contacts. If none are nominated or nobody can be reached, it will request an ambulance to the registered service address.

Billing & Fees
Standalone plans are billed in advance from dispatch of the self-installation kit. Home Phone monitoring add-on charges start when monitoring is activated.

†Annual plans incur an initial pro-rata charge for the remainder of the activation month, plus the annual fee. The prepaid 12-month billing period starts on the first day of the following month and renews annually unless cancelled. Renewal does not restart the minimum contract term.

In addition to your plan fee, you may pay the following charges:

Delivery Fee: $24 for new or replacement equipment.

Paper Bill Fee: $3.30 per posted bill.

Late Payment Fee: $10 per overdue bill.

SIM Card Replacement Fee: $10.

Unreturned Equipment Fee: $299 for a rented alarm base unit damaged beyond fair wear and tear or not returned within 21 days of cancellation. Home Phone equipment remains subject to the return conditions in the Home Phone CIS.

Obtaining Usage Information
View recorded usage and charges at **myaccount.myhomefone.com.au**

Cancelling Your Service
Cancellation takes effect at the end of the current billing period. Submit requests 7–30 days before that date for monthly plans, or 7–60 days for annual plans. Requests received with less than seven days' notice may not be processed before automatic renewal.

If a monthly standalone plan is cancelled within the minimum term, a $200 Early Termination Fee applies, reduced proportionately over that term (for example, $100 after six months). Discounts, waived fees or other promotional benefits may also be repayable in addition to the ETF, as specified in the offer terms accepted at sign-up. Prepaid annual fees are not refunded or credited for unused periods.

The Home Phone monitoring add-on can be removed after its three-month minimum term while retaining the Home Phone service. If the Home Phone service ends, monitoring also ends without penalty for any remaining monitoring minimum term. Home Phone cancellation terms apply separately.

Return the rented alarm base unit within 21 days of cancellation in good working order, allowing for fair wear and tear.

Fair Use
Our Fair Use Policy applies, including restrictions on excessive, fraudulent or unlawful use.

Equipment Certification
MyCareFone supports independent living through personal alarm equipment backed by 24x7 professional monitoring from dual Grade A1 Monitoring Centres. The equipment is a consumer electronic device and is not certified to AS 4607–1999.

Customer Service & Complaints
Contact support@myhomefone.com.au or 1300 031 107. If you are unhappy with your service, contact us first. Our Complaint Handling Policy is available on our website. If your complaint remains unresolved, contact the Telecommunications Industry Ombudsman on 1800 062 058.

This is a summary only. Full policies, terms and conditions:
www.myhomefone.com.au/terms-and-conditions