

Critical Information Summary

SOS Watch – 24x7 Personal Alarm Monitoring



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

Plan Name	SOS Only		SOS + Standard Calls	
	Monthly	Annually	Monthly	Annually
Minimum Recurring Charge	\$35	\$499 [†]	\$42	\$599 [†]
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			
One-off Connection Charge	\$149	\$0	\$149	\$0
Total Minimum Cost Over Minimum Term	\$569	\$499 [†]	\$653	\$599 [†]
Minimum Term	12 Months			

[†]Per year, paid upfront. *Unused call time expires each month.

Information about this service

The DX-9 SOS Watch supports independent living at home and on the go, with two-way voice communication to our 24/7 dual Grade A1 Monitoring Centres. It includes location tracking to help operators arrange assistance and optional fall detection.

During an SOS alarm, operators can access available location information and health readings, including heart rate, blood pressure, blood oxygen and body temperature. These readings may provide additional context for emergency services or nominated contacts when arranging assistance.

The watch is water-resistant (IP67) and suitable for showering. Avoid prolonged submersion and follow the supplied care instructions.

Colours & Wristbands

The watch comes in a versatile black finish, with the option to personalise its appearance by changing the wristband. A compatible band in the wearer's preferred colour or style can be purchased separately from a local jeweller or watch repairer, who can assist with selection and fitting.

For wearers with dementia or Alzheimer's who may unintentionally remove the watch, third-party retailers offer locking-clasp wristbands that require a special tool to remove. Return the original wristband with the watch when the service ends.

Equipment & Setup

Watch rental is included in the plan fee. The watch is supplied pre-programmed with a Quick Start Guide. Charge it 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.

Calling Features

All plans support standard non-emergency voice calls. Incoming calls are free; outgoing call allowances and rates are shown in the plan table. Non-emergency outgoing calls are made by entering the full number on the dial pad each time; a saved contacts or speed-dial function is not available.

International Calling & Roaming

The service is for use within Australia only. International calling and roaming are not available.

Mobile Number Portability

Phone number porting is not supported.

Emergency Contacts

You must register at least two local emergency contacts who agree to be contacted at any time, are reachable by mobile and can help check the wearer's welfare, confirm their location and arrange assistance. Keep contact details current and ensure contacts know any relevant property access arrangements.

Maintenance/Support Contact

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

Always On

Keep the watch powered on at all times, including when not worn, to support ongoing monitoring and service functions. Recharge it each night at the wearer's bedside, ready for use the next day.

Property Access Details

You can register any key safe or lock box details with us to help paramedics access the wearer'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 emergency contacts know the access arrangements for any other locations where the wearer is staying.

No Voice Contact

Location tracking helps the Monitoring Centre locate the wearer, supported by information from the wearer or nominated emergency contacts to confirm where assistance is needed. If the wearer cannot be reached following an SOS alarm, operators will try the emergency contacts and may share available location details. If nobody can be reached, an ambulance will be requested to the registered service address, which may differ from the wearer's current location.

Network Availability & Congestion

The watch uses the Telstra 4G mobile network. Coverage and connectivity depend on location and may be affected by congestion, outages or network changes. Check coverage in the areas where the watch will be used before purchase.

Location Tracking

The watch uses multiple positioning technologies to help locate the wearer. Accuracy and availability vary depending on the surroundings, such as within multi-storey buildings.

Billing & Fees

Plans are billed in advance from dispatch of the watch.

†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:

Call Charges: As shown in the plan table for calls outside included allowances.

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 equipment damaged beyond fair wear and tear or not returned within 21 days of cancellation.

Obtaining Usage Information

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

Cancelling Your Plan

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 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.

Return the watch and charger within 21 days of cancellation in good working order.

Fair Use

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

Equipment Certification

The DX-9 personal alarm equipment supports independent living 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