

# CRITICAL INFORMATION SUMMARY

## HOME PHONE



### INFORMATION ABOUT THE SERVICE

Our Home Phone service offers a combination of:

- Home Phone with unlimited local calls; and
- Enhanced Monitoring, with unlimited usage.

### Where is this plan available?

- The Home Phone package is available at a growing number of Aveo communities across Australia. Visit our website at [www.AveoConnect.com.au](http://www.AveoConnect.com.au) for an up to date list.

### What is the minimum contract period?

Minimum Contract Period	12 or 24 months
Cancel Fee	If you cancel early, you pay a cancel fee equal to the total monthly recurring charges for the remaining term of the Minimum Contract Period. If you are leaving the Village, you can cancel and no cancel fee applies. If your estate cancels, it can do so and no cancel fees apply.

### What is Home Phone with unlimited calls to these destinations?

- This plan includes unlimited landline calls within your local area (local calls).
- You will not be charged any more for these calls. And there is no extra line rental.
- Home Phone comes with a host of great features as standard. To make it easy.
- You can bring your old telephone number\*, no problem, or we give you a new one.
- You can use your old handset, no problem, or we can help you select one to buy.
- You can add special features for free, like Call Waiting and Speed Dialling. Just refer to our User Guide.

\*Excludes sites with a telephone numbering plan. Check with your village manager if a range of numbers are pre-allocated across your site.

### What is Unlimited Enhanced Monitoring?

- Enhanced Monitoring is a personal emergency response monitoring service. You will be provided with a pendant and a Wellness Hub device. We will train you on how, in an emergency, to get help.
- The Enhanced Monitoring Service is manned 24 hours a day, 7 days a week.
- The Wellness Hub has battery backup and works over both the Home Phone line and over Telstra’s mobile network. If one fails, the other will work. Just a bit of extra piece of mind. These are upgrades to your current service.
- We also offer Pill Reminder Service, Daily Wellness Check Calls, Inactivity Monitoring and Smoke Alarm Monitoring. Additional charges apply. See [www.aveoconnect.com.au](http://www.aveoconnect.com.au) for details.
- “Unlimited” means we do not charge for calls made to or from, or data sent to or from, the Wellness Hub.

### Inclusions

- Connecting your residence to the network is included.
- An upgrade to a new Wellness Hub is included.
- Battery backup for the Hub and a second connection to Telstra’s mobile network is included.
- A new Enhanced Monitoring Pendant is included.
- A standard set up of your Enhanced Monitoring Services is included.

### Exclusions

- The only way we can give you this great value deal is if you keep both services, Home Phone and Enhanced Monitoring, with us. You cannot cancel an individual service.

# CRITICAL INFORMATION SUMMARY HOME PHONE



## INFORMATION ABOUT THE PRICE

### What is the Monthly Recurring Charge?

Monthly Recurring Charge	\$49 inc GST
--------------------------	-----------------

### And remind me, what is NOT included in the Monthly Charge

- Calls to mobiles
- Calls to National destinations (STD / trunk calls)
- Calls to international destinations (including mobile destinations)
- Calls to non-standard numbers e.g. 11, 12, 13, 1300, 18, 1800 and 1900 numbers

### What are the Setup Charges?

Standard Setup Charge – 12 month contract	\$199 inc GST
Standard Setup Charge – 24 month contract	\$99 inc GST

### What is the Minimum Contract Charge?

Minimum Contract Charge – 12 month contract	\$787 inc GST, being 12 months at \$49 plus \$199 setup charge.
Minimum Contract Charge – 24 month contract	\$1,275 inc GST, being 24 months at \$49 plus \$99 setup charge.

## OTHER INFORMATION

### How do I contact customer support?

Email us at [support@AveoConnect.com.au](mailto:support@AveoConnect.com.au) Or call technical support on 1300 851 496

### How do I monitor usage?

You can monitor your calls by logging into Your Account online at [www.AveoConnect.com.au](http://www.AveoConnect.com.au).

### How do I make a complaint?

If you are not happy with us, give us a call first, we would love to resolve it if we can. But if you wish to make a formal complaint please contact

Customer Relations, a specialist complaint resolution team, by emailing [complaints@AveoConnect.com.au](mailto:complaints@AveoConnect.com.au). If you are still not happy, you may be able to seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman on 1800 062 058 or by email at [tio@tio.com.au](mailto:tio@tio.com.au).

**THIS IS A SUMMARY ONLY, SEE THE FULL TERMS AND CONDITIONS AT [www.AveoConnect.com.au](http://www.AveoConnect.com.au).**