

# CRITICAL INFORMATION SUMMARY ENHANCED MONITORING



## INFORMATION ABOUT THE SERVICE

	UPFRONT PAYMENT PLAN	RENTAL PLAN
Monthly Price	\$20/month	\$35/month
Set Up Price – 24 mth contract	\$500	\$0
Minimum Cost – 24 mth contract	\$980	\$840
New Wellness Hub	Yes	Yes
Back up SIM	Yes	Yes
Back Up Battery	Yes	Yes
Wireless pendant	Yes	Yes

## INFORMATION ABOUT THE SERVICE

Our Enhanced Monitoring service is a stand alone service which works on third party telecommunications networks.

### Where is this plan available?

Enhanced Monitoring 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	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 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.
- Your telecommunications provider will charge for calls made to or from, or data sent to or from, the Wellness Hub.

### Inclusions

- 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

- Calls made to or from the Wellness Hub using your third party telecommunications provider. You are responsible for those charges, and for the maintenance of a reliable supplier of those services.

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### What are the Charges?

- Your monthly charges, set up charges and minimum cost over 24 months for each service are set out in the table plan above.
- If you require a complex installation beyond our standard installation, or additional cabling or phone/data outlets, we may charge you for that work

### Additional Services

The following services are optional for which the following fees and charges apply:

Wellness Check Calls Daily Recurring Charge	\$10 inc GST
Inactivity Monitoring* Monthly Recurring Charge	\$10 inc GST
Smoke Alarm Monitoring* Monthly Recurring Charge	\$10 inc GST

\*\$149 inc GST Service Setup Fee applies

### 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)**