







# CRITICAL INFORMATION SUMMARY ADVANCED MONITORING



## INFORMATION ABOUT THE SERVICE

		UPFRONT CHARGES	MONTHLY CHARGES
<b>PROFESSIONAL MONITORED SERVICES</b>			
<p><b>Gateway and Pendant + Professional Monitoring – Month to month contract</b></p> <ul style="list-style-type: none"> <li>✓ Upfront charge includes Gateway and set up</li> <li>✓ Monthly charge includes Friends and Family Application, professional monitoring and 3G network charges*</li> <li>✓ Supports Google Assistant features including “Daily Check-In” and “Get Emergency Help”</li> </ul>		\$599	\$36
<p><b>Watch + Professional Monitoring - 24 month contract</b></p> <ul style="list-style-type: none"> <li>✓ Upfront includes Samsung S3 watch purchase, watch software licence, Friends and Family Application, 24 months professional monitoring, 24 months 3G network charges* and Set up</li> <li>✓ No more to pay for 24 months, \$50 per month after that</li> </ul>		\$1,900	\$0
<p><b>Watch + Professional Monitoring - Month to month contract</b></p> <ul style="list-style-type: none"> <li>✓ Upfront charge includes Samsung S3 watch purchase and set up</li> <li>✓ Monthly charge includes watch software licence, Friends and Family Application, professional monitoring, 3G network charges*</li> </ul>		\$799	\$55
<b>SELF MONITORED SERVICES</b>			
<p><b>Gateway and Pendant + Self Monitoring – Month to month contract</b></p> <ul style="list-style-type: none"> <li>✓ Upfront monitoring includes Gateway and set up</li> <li>✓ Monthly charges includes Friends and Family Application, Professional Monitoring and 3G network charges*</li> <li>✓ Supports Google Assistant features including “Daily Check-In” and “Get Emergency Help”</li> </ul>		\$599	\$26
<p><b>Watch + Self Monitoring – 24 month contract</b></p> <ul style="list-style-type: none"> <li>✓ Upfront includes Samsung S3 watch purchase, watch software licence, Friends and Family Application, 24 months professional monitoring, 24 months 3G network charges* and Set up</li> <li>✓ No more to pay for 24 months, \$35 per month after that</li> </ul>		\$1,540	\$0
<p><b>Watch + Self Monitoring – Month to month contract</b></p> <ul style="list-style-type: none"> <li>✓ Upfront charges includes Samsung S3 watch purchase and Set up</li> <li>✓ Monthly charges includes watch software licence, Friends and Family Application, professional monitoring, 3G network charges*</li> </ul>		\$799	\$45

\*Advanced Monitoring relies on 3G Mobile Network Connection only. The 3G connection is the primary connection with no back up.

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## INFORMATION ABOUT THE SERVICE

### Where is this plan available?

Advanced 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	See above for contract terms
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 Advanced Monitoring?

- Advanced Monitoring is a personal emergency response monitoring service.
- If you choose Professional Monitoring, you alarm activation will be connected to a Response Centre manned 24/7, with redundant locations.
- The Gateway has battery backup and works over Telstra's mobile network.
- The Watch has limited battery life and works over Telstra's mobile network.
- The Friends and Family Application notifies family and carers to whom you have given access when an alarm is activated.

### Inclusions

- Gateway or Watch device is included, as described.
- For the Gateway, battery backup and an Advanced Monitoring Pendant is included
- SIM on Telstra's mobile network is included.
- Access to Friends and Family applications.
- Supports Check-In on Google Assistant
- Supports "Get Emergency Help" on Google Assistant

### Exclusions

- Excessive alarm activations on the Gateway, Pendant or Watch, beyond testing monthly and alarm activation in an emergency.

## INFORMATION ABOUT THE PRICE

### What are the Charges?

- Your upfront charge, monthly charges and contract term for each plan are set out in the table plan.
- If you require a professional installation, \$240 additional charge applies.

### Additional Service Features

Service Feature	Recurring Charge
Check In feature on Google Assistant	Included
Emergency Help feature on Google Assistant	Included
Daily Check Calls from the Response Centre (charge per day)	\$10.00
Post a bill	\$2.20

## OTHER INFORMATION

### What about Consumer Device failures?

We may support features on consumer electronic devices ("Consumer Devices"). For example, the Check In and Emergency Help features on Google Assistant. You accept that features on Consumer Devices (like Google Home) are for your convenience, but are not standards based alarm devices. You acknowledge that we recommend only using these Consumer Devices where you can fail over to our Equipment. Alarm triggering on Consumer Devices are supported on a limited and best efforts basis.

### What about network connection failures?

We cannot and do not guarantee network coverage, availability, reliability or service delivery. We accept no liability for any loss, injury or death resulting from the use of, or failure of, that connection in an emergency, irrespective of whether that connection is a service provided by us or a third party.

### 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 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)**