

CRITICAL INFORMATION SUMMARY

MY TECH HOME SERVICE



INFORMATION ABOUT THE SERVICE

Our My Tech Home services offers a tech concierge experience, to ensure your home is set up the way you want it.

Where are these services available?

- Our My Tech Home service is available at select Aveo communities across Australia. Visit our website at www.AveoConnect.com.au for an up to date list.

What is the minimum contract period?

Minimum Contract Period	6 months
Cancel Fee	If you cancel early, you pay a cancel fee equal to the My Tech Home services charge.

What is the My Tech Home service?

- My Tech Home is one of our range of Tech Help services. My Tech Home is for residents moving into an AveoConnect village.
- My Tech Home comprises an in-village consultation between 30 and 60 days before move-in, and in-home set up consultation typically within 5 days of move-in, a further in-home consultation within 5 months of move-in, and several follow up consults over the move-in process.
- Each My Tech Home experience is different, but we promise to give you up to 10 hours of our technicians time, including after move-in support tie, to help you get set up the way you want to.

Inclusions

- Up to 3 in-village or in-home consultations
- Phone and online support during support hours for other follow up and consultation
- Help diagnosing and solving technology problems during setting up a new home
- Support for most Australian supplied internet enabled gadgets, such as computers, smart TV's, smartphones and tablets
- Support for your AveoConnect home services as well as a selection of common software
- Coaching, such as help on how to use selected operating systems, network devices and common software.

Exclusions

- Set up of Foxtel;
- Electrical work;

- Services on devices that are not available in the Australian market; and
- The set-up of computers & other devices (with the exception of TV, sound system or connection to your Wi-Fi).

INFORMATION ABOUT THE PRICE

What are the Charges?

- Once off charge of \$1,000 inc GST.
- If you require a complex installation beyond our standard My Tech Home service, or additional cabling or phone/data outlets, additional service charges may apply.

What is NOT included in the Charge

- Installation of cabling or additional connection points around the home.

OTHER INFORMATION

How do I contact customer support?

Email us at 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. 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.

THIS IS A SUMMARY, SEE THE FULL TERMS AND CONDITIONS AT www.AveoConnect.com.au.