

CRITICAL INFORMATION SUMMARY

MY TECH HOME SERVICE



INFORMATION ABOUT THE SERVICE

	In-home	Virtual
Upfront Payment	\$1,000	\$300
Monthly Price	\$0/month	\$0/month
In-village consult	Yes	No
In-home setup & optimise	Yes	No
Telephone consultations	Yes	Yes
Remote desktop support	Yes	Yes

INFORMATION ABOUT THE SERVICE

As part of our Tech Help services, My Tech Home offers a tech concierge experience, to ensure your home is set up the way you want it exclusive to residents moving into an AveoConnect village.

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 In-home service?

- The My Tech Home In-home service 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 In-home experience is different, but we promise to give you up to 10 hours of our TechAngel's time, including after move-in support time, 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, streaming services, FOXTEL, 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

- Installation 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).

What is the My Tech Home Virtual service?

- The My Tech Home virtual service comprises a telephone consultation with an Australian based TechAngel dedicated to your account between 30 and 60 days before move-in, and a set up consultation typically within 5 days of move-in plus several follow up consults over the move-in process.
- Each My Tech Home virtual experience is different, but we promise to give you up to 2 hours of our TechAngel's time, including after move-in support time, to help you get set up the way you want to.

Inclusions

- Unlimited telephone and remote desktop support consultations up to 2 hours
- 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, streaming services, FOXTEL, smartphones and tablets

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- 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.
- Access to discounted callout fees should you require a TechAngel to assist In-home

Exclusions

- Installation 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 for In-home
- Once off charge of \$300 inc GST for Virtual
- 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.

ORDER TIMEFRAMES

To deliver the intended My Tech Home premium experience, AveoConnect requires 60 to 30 days notification of the planned move-in date. This ensures your TechAngel can be dedicated to a seamless experience where services are ready prior to move-in.

Move-in notifications less than 14 business days will be accepted however some of the normal My Tech Home inclusions will not be available. Resources will be redirected to expedite the provisioning of services as close as possible to the move-in date.

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.