

## Information about the SIM card service

The prepaid SIM card installed in your alert pendant uses 100% of the **TELSTRA** network. It has been activated and is ready to use. The SIM is only to be used as installed in an alert pendant for emergency communication use. It must **NOT** be removed for use in any other telecommunications device. The prepaid amount allows the user to make voice calls and send auto-generated SMS texts.

### What's included

The use of 2-way voice calls, sending SMS texts, and data usage. The calls can be to mobile or landline phone numbers. The user has the benefit of automatic payment deduction or notification when it's time to make another prepayment.

### What's not included

Non-emergency use, satellite numbers, overseas use and any phone numbers starting with 13 or 19 are excluded.

### Pricing Information

The 1st 6 months of usage is included with the cost of the alert pendant. Thereafter, the cost to use the SIM card is \$70/year. There is no minimum or maximum usage period. There is no early termination charge, nor is there a refund for unused months.

Calls, texts, data and administrative fees are all included in the cost, provided that the cost for calls and texts, as outlined below, is not exceeded during the period that prepayment was made. No additional charges will apply.

**The cost for calling is 90¢ per minute, billed in 1 second increments (\$0.015/second).**

**The cost is 20¢ per SMS text.**

### Total Usage Available Before Additional Charges Apply

Cost	Expiry	100% Calls; 0 Texts	100% Texts; 0 Calls
No charge	6 months	31 minutes, 30 seconds	175
\$70	12 months	63 minutes	350

An example of a realistic scenario might be 25 minutes worth of calls (\$22.50) and 62 texts (\$12.40), all of which is included during the first 6 months of use. Or 15 minutes of calls (\$13.50) and 107 texts (\$21.40), again within the initial 6 months of use. If the combined total of calls and/or texts exceeds the \$35 during the first 6 months, the user will be notified that additional charges will apply when paying \$70 following the initial 6 month period. Unused credit is not carried over from one billing cycle to another. The cost for SIM service applies regardless of whether any calls or texts are used or not.

In brief, \$70 will be charged following the initial 6 months. Unused credit does not carry over but usage exceeding \$35 or \$70 will be billed accordingly. The user will be notified if usage exceeds FAIR USE which is defined as the amount paid for calls and/or texts included within the 6 or 12-month time frame.

A spreadsheet showing the usage will be provided upon request when payments are automatically debited.

### Customer Service Details

If you have a problem or complaint, call us on 08 6336 9448, Monday-Friday, 9 AM to 5 PM AWST.

If we can't resolve your complaint, you can contact the Telecommunications Industry Ombudsman (TIO):

Phone: 1800 062 058

Website: [tio.com.au](http://tio.com.au)

FAX: 1800 630 614

Write: TIO, P.O. Box 276, Collins Street West, Vic 8007.