

## 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 using in any other telecommunications device. The amount prepaid allows the user to make voice calls and receive SMS texts.

### What's included

The use of 2-way voice calls, receiving 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 and overseas use is excluded.

### Pricing Information

The cost to use the SIM card is \$5/month. The choice is available to pay yearly (\$60) or semi-annually (\$30). 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 monthly cost, provided that the cost for calls and texts, as outlined below, is not exceeded during the period that prepayment was made (either \$30 for 6 months or \$60 for 12 months), 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
\$30	6 months	33 minutes, 20 seconds	150
\$60	12 months	66 minutes, 40 seconds	300

An example of a realistic scenario might be 20 minutes worth of calls (\$18) and 60 texts (\$12) used in 6 months time. Or 14 minutes of calls (\$12.60) and 87 texts (\$17.40). If the combined total of calls and/or texts exceeds the prepaid amount received (\$30 for 6/mths or \$60 for 1/yr) before the expiry date, a predetermined amount (either \$30 or \$60) will be automatically debited from the user's account to begin a new 6 or 12 month period (respectively) from the date in which the \$30 or \$60 of credit had all been used. The cost of service for SIM usage is \$5 per month, regardless of whether any calls or texts are used or not.

In brief, \$30 or \$60 will be charged when the cost of calls and texts has reached the amount prepaid irrespective of the expiry date. Unused credit is absorbed by the \$5/mth SIM usage fee. The user will pay \$30 or \$60 when that credit has been reached, or on the expiry date; whichever comes first.

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.