

**CRITICAL INFORMATION SUMMARY**  
**EEVI MONITORING SERVICES (WITH EEVI CLOUD)**  
**PACKAGES AND PLANS**  
**FOR GENERAL RELEASE**



**SERVICE PLAN DESCRIPTIONS**

|   | <b>EEVI<br/>MONITORING<br/>PLUS</b> | <b>EEVI<br/>MONITORING<br/>PREMIUM</b> | <b>EEVI<br/>MONITORING<br/>CARE</b> |
|---|-------------------------------------|--|-------------------------------------|
| <b>EEVI GATEWAY FEATURES</b>                          |                                     |  |                                     |
| AS4607:1999 compliant medical alarm device            | ✓                                   | ✓                                      | ✓                                   |
| Supports 2-way voice response                         | ✓                                   | ✓                                      | ✓                                   |
| Battery back-up (min 20 hours)                        | ✓                                   | ✓                                      | ✓                                   |
| 4G data connectivity                                  | ✓                                   | ✓                                      | ✓                                   |
| Supports dual path connectivity (mobile + ethernet)   | ✓                                   | ✓                                      | ✓                                   |
| “Over the air” firmware updates                       | ✓                                   | ✓                                      | ✓                                   |
| Remote device fleet management                        | ✓                                   | ✓                                      | ✓                                   |
| 4G data connectivity with “VOLTE”                     | ✓                                   | ✓                                      | ✓                                   |
| 2 year warranty on medical alarms                     | ✓                                   | ✓                                      | ✓                                   |
| 1 year warranty on pendant                            | ✓                                   | ✓                                      | ✓                                   |
| <b>SERVICE LEVEL FEATURES*</b>                        |                                     |  |                                     |
| 95% of calls answered in 60 seconds or less           | ✓                                   | ✓                                      | ✓                                   |
| A1 certified monitoring centre                        | ✓                                   | ✓                                      | ✓                                   |
| Guaranteed speed of answer                            |                                     | ✓                                      | ✓                                   |
| Guaranteed system availability 99.9%                  |                                     | ✓                                      | ✓                                   |
| Guaranteed support response times                     |                                     | ✓                                      | ✓                                   |
| Service level rebates                                 |                                     | ✓                                      | ✓                                   |
| <b>EEVI CLOUD FEATURES</b>                            |                                     |  |                                     |
| <b>Self testing and Reporting</b>                     |                                     |  |                                     |
| End to end self-test and report                       | ✓                                   | ✓                                      | ✓                                   |
| Mobile connectivity self-test and report              | ✓                                   | ✓                                      | ✓                                   |
| Pendant connectivity and battery self-test and report | ✓                                   | ✓                                      | ✓                                   |
| Real time reporting of self-test results              | ✓                                   | ✓                                      | ✓                                   |
| <b>Eevi Watchdog</b>                                  |                                     |  |                                     |
| Assurance of a call response in an emergency          | ✓                                   | ✓                                      | ✓                                   |
| <b>Smart Dashboard Reporting</b>                      |                                     |  |                                     |
| Speed of Answer                                       | ✓                                   | ✓                                      | ✓                                   |
| System wide health status                             | ✓                                   | ✓                                      | ✓                                   |
| Real time event details                               | ✓                                   | ✓                                      | ✓                                   |
| <b>Smart Device Manager</b>                           |                                     |  |                                     |
| Real time device management                           | ✓                                   | ✓                                      | ✓                                   |
| “Plug-and-play” easy installations                    | ✓                                   | ✓                                      | ✓                                   |
| Easy pairing and replacement of pendants              | ✓                                   | ✓                                      | ✓                                   |
| <b>Mobile Apps</b>                                    |                                     |  |                                     |
| Friends and Family Mobile App – up to 5 licences      |                                     | ✓                                      | ✓                                   |
| <b>Voice Assistant Integration</b>                    |                                     |  |                                     |
| “Get Help” skill on Google Home                       |                                     | ✓                                      | ✓                                   |
| “Check in” skill on Google Home                       |                                     | ✓                                      | ✓                                   |
| <b>High Care Integrations</b>                         |                                     |  |                                     |
| Inactivity alarms                                     |                                     |  | ✓                                   |
| Door Sensors  |                                     |  | ✓                                   |
| Bed Sensors   |                                     |  | ✓                                   |
| Activities of Daily Living                            |                                     |  | ✓                                   |
| Power Usage Monitoring                                |                                     |  | ✓                                   |
| Vital Signs Tracking                                  |                                     |  | ✓                                   |
| Supports Carer App                                    |                                     |  | ✓                                   |
| <b>High Care Apps</b>                                 |                                     |  |                                     |

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|                               |  |  |   |
|-------------------------------|--|--|---|
| Supports Carer App Licences   |  |  | ✓ |
| Supports Care Manager Licence |  |  | ✓ |

\* Only applies to wholesale trade and strategic partners and only on Eevi nominated call monitoring services. Does not apply to retail customers.

**INFORMATION ABOUT THE SERVICE**

**Where is this plan available?**

- Eevi Monitoring Services are available across Australia and New Zealand wherever connectivity is available.

**What is the minimum contract period?**

|                                |   |
|--------------------------------|---|
| Minimum Contract Period        | 12 months   |
| Leave Early with No Cancel Fee | If you are a Retirement Village or Aged Care Facility operator, you can cancel when a care recipient leaves the village or facility and no cancel fee applies. If your estate cancels, it can do so and no cancel fees apply. |
| Cancel Fee                     | If you cancel early for any other reason, you pay a cancel fee equal to the total monthly recurring charges for the remaining term of the Minimum Contract Period.  |

**What is Eevi Monitoring?**

- Eevi Monitoring is a personal emergency response monitoring service with advanced safety features and services.
- If you choose Eevi Monitoring with Professional Monitoring, your alarm activation will be connected to a Response Centre manned 24/7, with redundant locations.
- Inclusions:
  - Compatible eevi Gateway, battery backup, Pendant, antennae and SIM on Telstra’s network are included.
  - All features, functions and benefits marked with a “tick” on the Service Plan Descriptions table.
- Exclusions:
  - Additional charges apply for Peripherals.
  - Set up and professional installation charges apply.
  - Excessive alarm activations are not included.
- For more details, see Our Customer Terms.

**PRICING\***

|                                | <b>MONITORING ON EEVI CLOUD PLUS</b> | <b>MONITORING ON EEVI CLOUD PREMIUM</b> | <b>MONITORING ON EEVI CLOUD CARE</b> |
|--------------------------------|--------------------------------------|---|--------------------------------------|
| <b>UPFRONT CHARGES</b>         |                                      |   |                                      |
| Eevi Gateway – RRP             | \$520.00                             | \$520.00                                | \$520.00                             |
| Set up                         | \$30.00                              | \$30.00                                 | \$30.00                              |
|                                |                                      |   |                                      |
| <b>MONTHLY ONGOING CHARGES</b> |                                      |   |                                      |
| Professional Monitored - RRP   | N/A                                  | \$29.00                                 | \$39.00                              |
| Village/Self Monitored - RRP   | N/A                                  | \$19.00                                 | \$29.00                              |

\* For wholesale trade or strategic partner sales, please contact us at sales@eevi.life

**INFORMATION ABOUT THE PRICE**

**What are the Charges?**

- Your upfront charge and monthly charges for each plan are set out in the table plan.
- If you require professional installation or peripherals, additional charges apply
- All prices are subject to CPI increases on 1 July of each year.
- All prices are ex GST. Medical alarms are GST exempt.

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**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 or, 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@eevi.life](mailto:support@eevi.life) Or call technical support on 1300 802 738. 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@eevi.life](mailto:complaints@eevi.life).

**THIS IS A SUMMARY ONLY, SEE THE FULL TERMS AND CONDITIONS AT [www.eevi.life](http://www.eevi.life)**