

CRITICAL INFORMATION SUMMARY EEVI WATCH AND LIFE PENDANT PLANS



For Plans available under our Partner and Strategic Partner programs, please contact us at www.eevi.life.

SERVICE PLAN DESCRIPTIONS

	EEVI WATCH PLAN	EEVI LIFE PENDANT PLAN
DEVICE FEATURES		
AS4607:1999 compliant medical alarm device		
Supports 2-way voice response	✓	✓
4G data connectivity	✓	✓
“Over the air” firmware updates	✓	
Remote device fleet management	✓	
4G data connectivity with “VOLTE”	✓	✓
1 year warranty on mobile device	✓	✓
EEVI CLOUD FEATURES		
Self testing and Reporting		
Mobile connectivity self-test and report	✓	
Smart Device Manager		
Real time device management	✓	
“Plug-and-play” easy installations	✓	
Mobile Apps		
Friends and Family Mobile App – up to 5 licences	✓	

INFORMATION ABOUT THE SERVICE

Where is this plan available?

- Eevi Watch and Eevi Life Pendant Services are available across Australia and New Zealand wherever connectivity is available.

What is the minimum contract period?

Minimum Contract Period	12 months, except Rental Plans which are 24 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 Watch?

- Eevi Watch is a mobile personal emergency response monitoring service.
- If you choose Eevi Watch with Professional Monitoring, your alarm activation will be connected to a Response Centre manned 24/7, with redundant locations.

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- If you choose self monitoring, your alarm activation will call one nominated number and send notifications via the Friends and Family App.
- Inclusions :
 - Compatible Mobile Watch device and SIM on Telstra’s network are included.
 - All features, functions and benefits marked with a “tick” on the Service Plans table.
- Exclusions:
 - Excessive alarm activations are not included.
- For more details, see the Life Pendant Service Description in Our Customer Terms.

What is Life Pendant?

- Eevi Life Pendant is a mobile personal emergency response monitoring service.
- If you choose Eevi Life Pendant with Professional Monitoring, your alarm activation will be connected to a Response Centre manned 24/7, with redundant locations.
- If you choose self monitoring, your alarm activation will call up to 5 nominated numbers.
- Inclusions :
 - Compatible Mobile Pendant device and SIM on Telstra’s network are included.
 - All features, functions and benefits marked with a “tick” on the Service Plans table.
- Exclusions:
 - Excessive alarm activations are not included.
- For more details, see the Life Pendant Service Description in Our Customer Terms.

PRICING*

	EEVI LIFE PENDANT – BUY	EEVI LIFE PENDANT - RENT	EEVI WATCH - BUY	EEVI WATCH – RENT
UPFRONT CHARGES				
Device Charge	\$250.00	N/A	Out of Stock	Out of Stock
Set up	\$99.00	\$99.00	Out of Stock	Out of Stock
MONTHLY ONGOING CHARGES				
Professional Monitored	\$27.50	\$41.00	Out of Stock	Out of Stock
Emergency Contact Monitoring	\$22.00	\$35.50	Out of Stock	Out of Stock

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

INFORMATION ABOUT THE PRICE

What are the Charges?

- 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.

OTHER INFORMATION

What about Consumer Device failures?

Eevi Watch and Eevi Life Pendant are consumer electronic devices (“Consumer Devices”). You accept that features on Consumer Devices are for your convenience but are not AS4607 Personal Emergency Response standards based alarm devices. You acknowledge that we recommend only using these Consumer Devices for convenience. Alarm triggering on Consumer Devices are supported on a limited and best-efforts basis. You acknowledge that only not AS4607 Personal Emergency Response standards based alarm devices are life saving devices.

What about network connection failures?

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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 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.

THIS IS A SUMMARY ONLY, SEE THE FULL TERMS AND CONDITIONS AT www.eevi.life