

**CRITICAL INFORMATION SUMMARY
RRP MONITORING SERVICES PLANS
CURRENT AT 1 JULY 2020**



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

	ADVANCED MONITORING - PRO PLAN	LIFE PENDANT PLAN
Device		
Medical alarm device	Compatible Gateway or Mobile Device	Compatible Mobile Device
Supports 2 way voice response	✓	✓
Battery back up (min 40 hours)	✓	
4G data connectivity	✓	✓
Supports dual path redundancy	✓	
Remote firmware upgrades	✓	
Remote device fleet management	✓	
Service Levels*		
95% of calls answered in 60 seconds	✓	
Guaranteed speed of answer times	✓	
A1 certified monitoring centre	✓	
Guaranteed system availability 99.9%	✓	
Guaranteed support response times	✓	
Service level rebates	✓	
Warranty on medical alarm	1 year	1 year
Warranty on pendants	1 year	N/A
System Access		
Eevi Dashboard – Speed of Answer	✓	
Eevi Dashboard – Real time device status	✓	
Eevi Dashboard – Real time event details	✓	
Village View App – Full system details	✓	
Mobile App	✓	
“Get Help” skill on Google Home	✓	
“Check in” skill on Google Home	✓	
System Safety		
AS4607:1999 compliant	✓	

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Self test end to end test and report	✓	
-frequency of test as standard	Daily	
Self test mobile connection and report	✓	
- frequency of test as standard	2 hourly	
Self test pendant battery and report	✓	
- frequency of test as standard	2 hourly	
Up to date reporting of self test results	✓	
Designed to ISO31000:2018	✓	
Failover connectivity (Ethernet)	✓	
eevi Watchdog	✓	
Peripherals Support		
Wall plates	✓	
Tethered pendant	✓	
Smoke alarms	✓	
Inactivity alarms	✓	
Door Sensors	✓	
Bed Sensors	✓	
Activities of Daily Living	✓	
Power Usage Monitoring	✓	
Vital Signs Tracking	✓	

. *Only applies for Plans with Professional Monitoring

INFORMATION ABOUT THE SERVICE

Where is this plan available?

- eevi Monitoring Services are available across Australia and New Zealand wherever connectivity is available.
- Advanced Monitoring–Pro is available for new and existing villages.
- Advanced Monitoring–Basic , Traditional Monitoring and Bare Monitoring are available at existing villages only.
- Life Pendant is available online and at new and existing villages.

What is the minimum contract period?

Minimum Contract Period	12 months
Leave Early with No Cancel Fee	If you are leaving the Village, you can cancel 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 Advanced Monitoring?

- Advanced Monitoring is a personal emergency response monitoring service with advanced safety systems.
- If you choose Advanced Monitoring with Professional Monitoring, your alarm activation will be connected to a Response Centre manned 24/7, with redundant locations.
- Inclusions:
 - Compatible Advanced Gateway, battery backup, Advanced Monitoring Pendant and SIM on Telstra's network are included.
 - All features, functions and benefits marked with a "tick" on the Solutions and Plans table.
- Exclusions:
 - Additional charges apply for Peripherals.
 - Excessive alarm activations are not included.
- For more details, see the Advanced Monitoring Service Description in Our Customer Terms.

What is Traditional Monitoring?

- Traditional Monitoring is a personal emergency response monitoring service with traditional safety systems.
- If you choose Traditional Monitoring with Professional Monitoring, your alarm activation will be connected to a Response Centre manned 24/7, with redundant locations.
- Inclusions :
 - Compatible Traditional Gateway, battery backup, a Pendant and SIM on Telstra's network are included.
 - All features, functions and benefits marked with a "tick" on the Solutions and Plans table.
- Exclusions:
 - Additional charges apply for Peripherals
 - Excessive alarm activations are not included.
- For more details, see the Advanced Monitoring Service Description in Our Customer Terms.

What is Life Pendant?

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

What is Bare Monitoring?

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- Bare Monitoring is a bare Professional Monitoring service where an alarm activation will be connected to a Response Centre manned 24/7. No device, pendant or SIM is included.
- Inclusions:
 - No devices are included or supported.
- Exclusions
 - Excessive alarm activations are not included.

PRICING

	ADVANCED MONITORING - PRO PLAN	LIFE PENDANT PLAN
MONTHLY CHARGES		
With Professional Monitoring		
Recommended Retail Price	\$39.00	\$30.00
With Village or Self Monitoring		
Recommended Retail Price	\$29.00	\$20.00
UPFRONT CHARGES		
Recommended Retail Price	\$599.00	\$535.00

For volume based pricing, including strategic partner pricing, contact Eevi 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

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?

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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