



Captioning Videophone Program Participation Agreement for Care Home Residents

The Konnekt-Telstra Captioning Videophone Program seeks to help Australians who have a severe or profound hearing impairment to stay connected.

This Program is available to customers already connected on Telstra's telephone network, as well as residents of Commonwealth-government-subsidized residential care homes.

Captioning Videophone User			
Mr/Ms/...	Given Name	Family/Surname	
Residential Address (including Room Number or Unit Number, if any)			
Suburb/Town		State	Postcode
Home phone number (if any):		Mobile (for text) (if any):	
Work phone (if any):		Email (if any):	
Current devices (e.g. TTY, mobile, pendant):		Existing Internet (None / care home / unknown):	
Why my current device or regular phone is unsuitable (e.g. severe or profound hearing impairment / need lip reading or large captions to understand)			
Residential Care Home Details			
Care Home Name and Suburb:			
Payer of Program Charges (if different from user)			
Mr/Ms/...	Given Name	Family/Surname	
Street Address (including Business Name, if any)			
Suburb/Town		State	Postcode
		Country (if not Australia)	
Phone:		Mobile:	Email:
Additional Contact Person (if it is easier for us to talk to someone you nominate)			
Mr/Ms/...	Given Name	Family/Surname	
Phone:		Mobile:	Email:

Captioning Videophone Program Participation Form

Questions? Call Konnekt on 1300 851 823 or 03 8637 1188 for help or to complete this form over the phone



Equipment Delivery			
Deliver to: <input type="checkbox"/> User address <input type="checkbox"/> Payer <input type="checkbox"/> Additional Contact Person / Other (please provide details below):			
Contact Name for Delivery:		Phone:	
Street Address for courier (no P O Box)			
Suburb/Town		State	Postcode
Instructions for courier:			

- I acknowledge that the details provided for the Captioning Videophone User are accurate and correct, and there is a need for the Captioning Videophone User to participate in the program.
- I acknowledge that the Program may be ended at our discretion with at least 6 months' notice in writing. I agree to take care of the equipment and return it if requested at the end of the Program or when my participation ends.
- I agree to pay Konnekt the Program Fee of \$10 per month, or \$5 per month if I already have a suitable Internet service, during my participation unless otherwise agreed with Konnekt. I understand that if I currently have no compatible Internet service then Konnekt will assist me financially with a suitable Telstra Internet service.
- I agree that during the Program I may be asked to provide feedback to Konnekt in relation to the Konnekt service.

Privacy policy: konnekt.com.au/privacy Konnekt will only release the above information:

- To Konnekt staff or contractors for purposes of equipment supply, connection, billing, on-going support, return, and to ask you about the Program to help us improve the Program; or
- If we are required by law, or if required to obtain legal or accounting advice.

Signature of Captioning Videophone User or authorized representative:

Date:

Signatory Name and Relationship with User (if signed on behalf of User):

Referred by (e.g., ABC Audiology): _____

Please send this completed form to us:

Scan and email to: sales@konnekt.com.au

OR send your form to: Konnekt
Level 1, 451 Nepean Hwy
Chelsea VIC 3196 AUSTRALIA

We will deliver your Captioning Videophone as soon as possible...usually within 2-3 weeks. Meanwhile, please tell us the names and contact details of the people you want on your speed-dial buttons, the colours you would like, and other preferences. Here is a helpful form: www.konnekt.com.au/preferences Questions? See www.konnekt.com.au/captioning-phone-faq/