

KONNEKT CAPTIONING VIDEOPHONE MONTHLY PLAN

INFORMATION ABOUT THE SERVICE

Service description

The Konnekt Captioning Videophone Monthly Plan provides you with Konnekt Captioning Videophone Services, including call services and support services.

The Konnekt Captioning Videophone is a dedicated communications device that makes and receives both audio and video calls, using our supported video-calling platform. This Monthly Plan is for use with a Konnekt Captioning Videophone, which is available separately to purchase or rent.

This Monthly Plan enables you to use a Konnekt Captioning Videophone to connect with nominated contacts who use our supported video-calling platform worldwide, and to call most landline telephones in one designated country or as indicated on your Konnekt offer document. The number and length of calls is unlimited, within the confines of our Fair Use Policy.

This Monthly Plan does not include provision of an Internet service. The Videophone will connect to your Internet service via Wi-Fi, via a LAN cable to your Internet modem/router, or via a Konnekt-managed wireless Internet service available separately in some countries.

What is included with this Monthly Plan

- Unlimited Voice and Video calls to/from your nominated contacts, anywhere in the world, who are using our supported video-calling platform
- Unlimited Voice calls to the landline phones of your nominated contacts in one designated country, or to landline and mobile phones in selected countries as indicated in your Konnekt offer document
- Within Australia, and in other countries where available and included by Konnekt's local reseller, a phone number on which your Captioning Videophone can be called from standard phones (including landlines)
- Additions and changes to your Contacts and Preferences, all done remotely by Konnekt without requiring a visit
- Konnekt IT support via phone, email, text or online chat
- Captioning Videophone software updates

What is not included

An Internet service: You must provide a suitable Internet service. In some countries, Konnekt may offer separately to help set up and manage your Internet service; please see your offer document or invoice.

You must purchase, rent or otherwise obtain your Konnekt Captioning Videophone separately. Your Videophone is not included with this Monthly Plan.

In some countries, Installation service and equipment options may be included with your Videophone package. They are not included with this Monthly Plan. If you have acquired a second-hand Videophone, please contact Konnekt for set-up options and pricing.

Your Internet service

The Konnekt Captioning Videophone will connect via Wi-Fi to most modern Wi-Fi networks, or via LAN cable to a modem/router. If connecting via Wi-Fi, you will need to know either your Wi-Fi network name (also known as SSID), Wi-Fi password, and security type (e.g., WPA2 Passphrase). These details can be provided by your Internet Service Provider or may be found in your modem/router or ISP documentation, or sometimes, on the base or rear of your modem/router.

Service availability

This plan is not available in all countries / areas or to all premises. There may be technical or commercial reasons that affect our ability to provide Captioning Videophone services at your address. In particular, the Internet speed and quality must be sufficient to support high-quality video calls. Konnekt will help you verify this.

Video and voice calls to devices running our video-calling platform

Subject to the Fair Use Policy, your plan includes unlimited video and voice calls with your nominated contacts worldwide. They can use our video-calling app on many of their devices, such as iPhone, iPad, Android mobile phones, tablets and other Konnekt Videophones.

Voice calls to regular telephones

Your plan includes unlimited voice calls from your Konnekt Captioning Videophone to your nominated contacts on fixed-line (landline) telephones in one country or as specified in your offer document and agreed to by Konnekt or Konnekt's authorised agent. In some countries, unlimited calls to mobile phone numbers may also be included; if so, this will also be indicated on your offer document.

Restrictions: Calls cannot be made to special-purpose numbers such as 190x Australian Premium Rate numbers, some operator-assisted numbers and special service numbers.

Voice calls to mobile phones

Your Videophone cannot call mobile phone numbers directly with this plan, except (as indicated above) in specific countries, or as indicated on your offer (e.g. at additional cost). However, your nominated contacts can install our supported video-calling app onto their iPhone/iPad, Android mobile phones or tablets, provided they have data included with their mobile service and/or a Wi-Fi Internet connection. They can then make and receive calls on their mobile phone, including with video.

Data Usage

Your Internet plan should include sufficient data for use with the Videophone. About 85% of users find that 10 GB per month is sufficient, and for the remainder, usage rarely exceeds 50 GB per month. The amount of data required depends on several factors: whether it is used mainly for video calls or phone calls; the quality of your Internet connection and the recipient's Internet connection; the quality of the other party's device during a video call; and, of course, how much you use the Videophone. You should be aware of your Internet service plan's data limit and whether you are charged for excess usage.

Fair Use Policy

The Videophone Service is intended for consumer use and is not intended for full-time remote monitoring or for commercial purposes. The Fair Use Policy helps ensure our customers can access their services:

- Calls are limited to 4 hours each
- Group call usage should not exceed 100 hours per calendar month, with no more than 10 hours per day

Video and voice calls will be limited to 4 hours in duration. The Videophone will automatically end a call when the time limit is exceeded and will display a 1-minute warning beforehand.

INFORMATION ABOUT PRICING

Monthly Charge

The Monthly Charge is as indicated on your offer document, invoice or form.

If you require calls to landline and/or mobile phones in additional countries or continents, the monthly charge may be higher, and the list of countries and the charge will be indicated on your offer.

Minimum Term

There is no minimum term in this plan. However, please note that if you are renting your Captioning Videophone, there may be a minimum term in your rental offer.

Other Charges

From time to time, Konnekt may offer additional services, which may carry additional charges. These would be included on your offer documents.

Bills are emailed to your nominated email address each month. Should you require a paper bill, an additional fee of AUD \$2.95 per bill may be charged.

A late fee of AUD \$19.95 may be charged for overdue payments.

Billing and payment dates

Each bill will be sent to you during the first few days of each calendar month. Each bill is then due on the 15th of that calendar month, and automatic payment will be taken at that time.

Your first bill will be larger

If your service was installed part way through a month, no bill will be sent during that first part-month. Instead, a pro-rata amount for that part-month will be added to your first bill, which will be sent at the start of the first full calendar month. This means that **your very first bill will be larger**, as it includes a full month plus a part-month.

Your bill may include:

1. The Monthly Charge for the current calendar month
2. A pro-rata amount for the first part-month (first bill only)
3. Other Charges for non-recurrent items incurred (eg. paper bill fee)

Set up, personalisation, accessories and options

Captioning Videophone set-up, personalisation, and any Videophone mounting hardware, accessories, or disability equipment options are detailed in your Videophone offer document; they are not included with this Monthly Plan. If you have acquired a second-hand Videophone, please contact Konnekt for options and pricing.

In some countries, Konnekt may offer an installation service to help you mount your Captioning Videophone, for example, to a wall, ceiling, bed or chair. In most cases, the Captioning Videophone sits on a table or desk, with the kickstand attached to the surface using our supplied "adhesive clamp."

Prior to Captioning Videophone operation, please ensure that your Internet service is operational, and, if required, that the Wi-Fi network name (SSID) and password are available.

Your Monthly Plan charges commence from the day that your Captioning Videophone is connected to the Internet and becomes operational. A test call to Konnekt or to your local agent is suggested.

Relocation

If you move home, your Captioning Videophone can be relocated to the new premises, but this is dependent upon what Internet services are available at your new location. Please contact Konnekt prior to moving or ensure that someone will be present to help connect your Captioning Videophone to your new Internet service.

OTHER INFORMATION

Internet speed

Your Internet service speed and quality must be sufficient to support successful Captioning Videophone operation. For video calls, your Internet service speed should be at minimum:

2 Mbps (Megabits per second) downlink, 0.7 Mbps uplink
...or 3 Mbps downlink and uplink if lip-reading quality is desired.

Konnekt can help you assess your Internet service.

In some countries, Konnekt may offer to set up or manage your Internet service, and/or include an Internet modem/router and/or Wi-Fi extender. These services or devices would be detailed on your Captioning Videophone offer document.

From time to time, Konnekt may offer ex-demonstration Captioning Videophones, volume discounts, bundled plans, programs, or other specials to our customers.

The following link may be helpful for obtaining information about pricing:

<https://www.konnekt.com.au/purchase-captioning-videophone/>

Customer service

If you have questions about your plan or offer, or any questions about your bill, payment details, or a technical issue: Please contact Konnekt or our designated partner / reseller as per the information on our contact page www.konnekt.com.au/contact or press the Konnekt Call Button (if available) on your Captioning Videophone.

For other help and information, see www.konnekt.com.au/faq

Customer complaints

For complaint resolution, please contact Konnekt or our designated partner as above. We will try to resolve your complaint quickly.

Calling emergency services and priority assistance

This service will not work if there is an interruption to your Internet connection or electricity supply.

In most countries, this service is not intended to replace the telephone service that you use to call emergency services. In most countries, we suggest that you maintain the landline or mobile phone service that you use to call emergency services and priority assistance.

Note that within Australia, New Zealand, United Kingdom, USA and some other countries, the Videophone can be set up and used to call emergency services such as the 000 number in Australia. Konnekt does not offer Priority Assistance.

An Assist button can be set up to call a series of up to 5 family members, friends or care providers.

Konnekt offers a physical access button option, purchased separately, for users who are bed-ridden, chair-bound or have limited mobility/dexterity. The access buttons can be used by those unable to reach or unable to operate the touchscreen.

Pricing review

From time to time, Konnekt may review prices. Typically, this occurs at the start of each calendar year, when Konnekt adjusts prices in line with the Consumer Price Index (CPI).

General terms and conditions

For general terms and conditions, please visit www.konnekt.com.au/tc.