

KONNEKT-TELSTRA CAPTIONING VIDEOPHONE PROGRAM

INFORMATION ABOUT THE PROGRAM

Program eligibility

The Konnekt-Telstra Captioning Videophone Program has these conditions, repeated here, that you must tick on your program participation agreement:

- 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 that EITHER I must stay a Telstra or Belong customer OR I must be a resident of a Commonwealth Government-subsidised care home, in order to remain eligible for the program. This does not include any other Telstra services that may be provided to me through the Konnekt-Telstra program.
- 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.

Program description

The Konnekt-Telstra Captioning Videophone Program provides you with rental of a Konnekt Captioning Videophone. It includes calls and support services.

The Captioning Videophone is a dedicated communications device that makes and receives both audio and video calls, using our supported video-calling platform, to support lip reading, facial expressions and sign language. Phone calls and video calls are captioned, enabling you to read what is being said.

The Captioning Videophone does not use a phone line. It uses the Internet. It connects to a modem/router via Wi-Fi or via a network cable. All calls, including standard calls to/from phone numbers, use the Internet connection.

What is included with the \$5 per month plan

- Rental of a Konnekt Captioning Videophone
- Selected accessories as deemed necessary and subject to availability, such as a USB handset or powered external speaker
- Pre-configuration and personalisation including up to 40 "speed dial" call buttons, video and/or phone-number contacts, preferences such as text size and ringtone, and (if required) connection to your existing Wi-Fi
- Door-to-door delivery within Australia via courier
- Unlimited voice and video calls to/from your nominated contacts, worldwide, who are using our supported video-calling platform
- Unlimited voice calls to landline and mobile phone numbers, as well as 13/1300 and 1800 numbers in Australia, subject to our Fair Use policy
- A phone number (with area code 02, 03, 07 or 08) on which you 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
- At our discretion where available, we offer on-site installation / training
- Advice or assistance in using your Captioning Videophone in conjunction with an existing phone number using call forwarding

What is also included with the \$10 per month plan

Program participants on the \$10 per month plan also receive either

- Provision of Konnekt-managed cellular mobile Internet including a fully pre-configured 4G modem, SIM card and service (this Internet service can be used only by your Captioning Videophone); or
- Assistance and monthly subsidy for upgrading your existing Telstra plan to include a suitable Internet data service

What is not included

- Some optional accessories may not be covered by the Program but may be available to you at extra cost from Konnekt – please enquire

Service availability

This program is not available in all 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, an Internet service with sufficient speed and quality must be available to support high-quality captioned calls.

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 and tablets.

Voice calls to regular telephones

Subject to our Fair Use policy, your plan includes unlimited phone calls to landline and mobile phone numbers, as well as 13/1300 and 1800 numbers in Australia.

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

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. The Videophone will automatically end a call when the time limit is exceeded and will display a 1-minute warning beforehand.

Provisions

The Program is offered as a rental plan and as such, all equipment and packaging remain the property of the Program.

Please keep all packaging. We reserve the right to charge participants \$75 for packaging replacement costs upon Videophone return.

Please keep all equipment in good condition and use the supplied clamps or brackets to minimize the risk of damage. We reserve the right to charge participants up to \$840 for replacement or repair beyond reasonable wear and tear.

INFORMATION ABOUT PRICING

Monthly Charge

The monthly charge of \$5 or \$10 per month may be charged to your credit card or debit card, or pre-paid for 3 months, 6 months or 12 months. Please ask Konnekt about alternative payment methods.

Minimum Term

The Program has no minimum term. However, it is not the intention of the Program to be used for very short-term rentals.

Other Charges

Konnekt may offer additional accessories or services that are not covered by the Program. These would be offered and charged to you separately. See www.konnekt.com.au/videophone-accessories

Billing and payment dates

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

A late fee of AUD \$5 may be charged for overdue payments.

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

Set up, personalisation, accessories and options

Captioning Videophone set-up, personalisation, and any Videophone mounting hardware, accessories, or disability equipment options may be requested by you or your nominated contact via our online Videophone Preferences form or by contacting Konnekt.

In some areas, Konnekt may offer an installation service to help you mount your Captioning Videophone, for example, to a wall. In most cases, the Captioning Videophone sits on a table or desk, with the kickstand attached to the surface using our supplied “adhesive clamp” and there is no need for a professional installation service.

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. A Quick Start Guide will be supplied.

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.

If we have provided a Konnekt-managed mobile Internet service, you may need to ensure that your new address is within the cellular network coverage area, or that the new location receives a sufficiently strong signal. Konnekt can assist you with this question.

OTHER INFORMATION

Internet speed

Your Internet service speed and quality must be sufficient to support successful Captioning Videophone operation. Minimum speed recommendations, in Megabits per second (Mbps), are:

Phone calls: 1 Mbps downlink, 1 Mbps uplink

Video calls: 2 Mbps downlink, 2 Mbps uplink

Video calls: 3 Mbps downlink, 3 Mbps uplink (if lip-reading quality is desired)

Konnekt can help you assess your Internet service.

Customer service

If you have questions about the Program, or any questions about your bill, payment details, or a technical issue: Please contact Konnekt 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/captioning-phone-faq

Customer complaints

For complaint resolution regarding the Videophone or Konnekt-managed mobile Internet, please contact Konnekt. We will try to resolve your complaint quickly.

For complaints regarding your Telstra phone service, contact Telstra.

For complaints regarding your non-Konnekt-supplied Internet service, contact your Internet service provider.

Calling emergency services and priority assistance

This service will not work if there is an interruption to your Internet connection or electricity supply. If you live in an area where power outages are frequent, Konnekt can offer advice about battery back-up, known also as Uninterruptible Power Supply (UPS).

Many Program participants choose to maintain a landline phone or a mobile phone that can be used as a backup to call or send text messages to family and friends, emergency services or priority assistance.

The Captioning Videophone can be used to call 000 emergency services. If required, you may need to tell the emergency services operator your current address.

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.

General terms and conditions

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

For participants on the \$5 per month Program plan: You may wish to review the terms and conditions or the Critical Information Summary of your Internet service.

Konnekt provides this program in partnership with Telstra and the Australian Department of Communications, DITRDCSA.