ytals Prepaid Device Plan

This summary sets out the key information about this offer. Read it together with the ytals Terms and Conditions and Mobile Service Terms.

1. Information about the service

You buy the ytals Health & Safety Watch upfront and pay a monthly (or yearly) service fee. The Founding Family offer is a **refurbished** 2022/23 ytals watch with monthly service only, limited to 15 watches, available until 31 December 2026 or while stock lasts.

Included in the monthly service fee: the watch's built-in mobile connection on the Optus 4G network (VoLTE), SOS calls and SMS alerts to your nominated contacts, two-way calls with nominated contacts, GPS location and geo-fence alerts, fall-detection alerts, non-diagnostic wellness indicators in the ytals app, app access for up to 2 family or carer app users, and support by online form.

Not included: a 24/7 monitoring centre (alerts go to the contacts you choose), international roaming (barred), international calls (barred by default), premium numbers (barred), personal text messages on the watch, medical advice. ytals is **not a medical device** and does not replace medical advice or emergency services.

2. Minimum term

No minimum term for the monthly service: cancel with 30 days notice. The yearly service option (new watch only) is prepaid for 12 months and ends on its renewal date. You keep the watch.

3. Pricing (all prices include GST)

Item	Price	Notes
New watch (upfront)	$329.00	One-off; you own the watch
Founding Family refurbished watch (upfront)	$199.00	Limited to 15 watches; refurbished; monthly service only
Monthly service fee	$25.00/month	Includes the watch's built-in mobile connection, app access and support
Yearly service fee (new watch only)	$275.00/year	Instead of monthly; saves $25

Minimum monthly charge	$25.00
Minimum total cost – new watch, monthly service	$354.00 ($329 + first month)
Minimum total cost – new watch, yearly service	$604.00 ($329 + first year)
Minimum total cost – Founding Family, monthly service	$224.00 ($199 + first month)

4. Usage

Calls: outgoing calls from the watch are restricted to the contacts you nominate in the ytals app (including 000 if you set it up). Your nominated contacts can call the watch.

SMS: you cannot send or receive personal text messages on the watch. The watch sends SMS only for SOS alerts to your nominated emergency contacts.

Data: used to send location, alerts and wellness information to the ytals app. You cannot use the watch for internet browsing.

Usage and charges: the service uses an Internet of Things (IoT) mobile plan designed for the watch's safety features. Data (used to send location and wellness information to the ytals app) and the SMS the watch sends for SOS alerts are included at no extra cost. Calls made from the watch: up to 30 minutes included each month, then $0.30 per minute (GST included), billed per second. Calls to the watch and calls to 000 are free. We will tell you before any call charges apply.

International: international calls and roaming are barred by default. If you need them enabled, contact us using the online form. Availability depends on the destination country, conditions apply, and it may not be possible in some countries.

5. Other information

- **Network and coverage:** the watch uses the Optus 4G network. Check Optus mobile coverage for where the wearer lives and travels. No coverage means no calls, alerts or location.

- **Emergency calls (000):** the SOS button can be set up during setup to call 000; otherwise it calls your chosen emergency contacts. Calls need mobile coverage and a charged battery. Test the SOS function after setup.
- **Payments:** billed monthly in advance (or yearly in advance where chosen) by card or BECS direct debit. Bank transfer is available on request at no charge. No card surcharges. Prices include GST.
- **Warranty:** 12-month warranty on the watch, in addition to your rights under the Australian Consumer Law.
- **Using your own SIM:** on request, you can use your own 4G VoLTE SIM (with SMS enabled) instead of the ytals mobile connection. App access and support are then $15.00/month, and this summary's mobile service information does not apply; your own mobile provider's terms apply.
- **Cancellation:** no early termination fee for the monthly service. The yearly service fee covers 12 months and is not refundable if you cancel before the end of that year; your service continues until the end of the paid year. This does not affect your rights under the Australian Consumer Law, or your right to cancel without penalty if we change the service or its price to your detriment.
- **Financial hardship:** if you are having trouble paying, contact us. Our Payment Assistance (Financial Hardship) Policy is at ytals.com.au/financial-hardship/. Applying is free.

6. Customer service and complaints

Contact us using the online form at ytals.com.au/contact-us/, Monday to Friday, 9:00 am – 5:00 pm AEST. We acknowledge complaints within 2 working days and aim to resolve them within 15 working days.

If you are not satisfied with how we handle your complaint, you can contact the Telecommunications Industry Ombudsman (TIO): Freecall 1800 062 058, www.tio.com.au.

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