

1. Information about the KISA Care Plan

What is the KISA Care plan?

The KISA Care plan is a mobile service and 24/ Monitoring service exclusive to KISA devices only. KISA devices are designed to help the elderly, people with disabilities and parents of young kids. This specialised mobile SIM plan is customised to address the distinct requirements of these user segments, providing improved accessibility, safety, independence and convenience via the KISA device infrastructure.

Minimum Term

The KISA Care plan operate on a month-to-month basis. A minimum term of one month applies.

2. Information about pricing

The KISA Care Plan: Charges, Inclusions, Exclusions

Only pay \$55 per month. The KISA Care plan provides the ability to make unlimited emergency voice calls to Standard National and Mobile numbers within Australia at no additional charge beyond the flat monthly rate. Calls to 24/7 Monitoring services are subject to fair usage policy.

Exclusions Calls to premium numbers, international numbers, SMS / MMS messaging, and data not included in the KISA Care plan.

International Roaming is not available under this plan Your monthly included call and data allotments will not cover usage while traveling overseas. Any incurred usage not included in the KISA Care plan will be charged to the customer in the next billing cycle.

The KISA Care is specifically for use with KISA devices. Using it with devices other than KISA constitutes a breach of our terms and conditions. Any usage provided will be considered outside the plan’s inclusions and will incur additional charges.

For specific price charges or any additional information, please contact us.

Plan	The KISA Care Plan
Minimum Monthly Charge	\$55/mth
Outgoing calls Standard National and Mobile	Unlimited
What is not Included	Calls to premium numbers, International numbers, SMS, and Data

3. Additional Information

You can keep track of your account, including call charges, by logging in to your account on

kisa.com.au/sign-in

You can contact our complaint resolution area by

complaints@kisa.com.au

1300 557 453

We encourage you to contact us first so that we can try to resolve your complaint straight away. If you are not happy with the outcome, you may also contact the Telecommunications Industry Ombudsman

<http://www.tio.com.au/making-a-complaint>

1800 062 058

PO Box 276, Collins Street West, VIC 8007