



Personal Alert System (PAS)

Important things to know

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1. Cooling Off

Within the period of 14 days after the date the Customer receives these Terms & Conditions, the Customer may cancel this Agreement by notice to RAA (including by telephone) and return of the Equipment to RAA. On receipt of the returned Equipment, RAA will promptly refund to the Customer the amount paid by the Customer for the Equipment and any Monitoring Fees paid by the Customer prior to the date of cancellation.

2. Equipment – Personal Alert System

- (a) The Customer must use and test the Equipment in accordance with these Terms & Conditions, any User Guide for the Equipment and RAA's Secure Services – General Terms & Conditions.
- (b) The Equipment is intended for personal domestic use only.
- (c) The pendant or wristwatch forming part of the Equipment must be within range of the receiver unit for the Equipment to work, as set out in the User Guide. 50 metres is currently the maximum indoor range but the actual range may vary depending on interference from obstructions and other devices and the condition of the transmitter battery in the pendant or wristwatch.
- (d) The pendant or wristwatch has a battery which, when it expires, will require the pendant or wristwatch to be replaced. The Equipment will provide a warning to RAA, and RAA will advise you, when the battery in the pendant or wristwatch may expire.
- (e) To complete installation of the Equipment and to commence monitoring, the user must complete a successful system test call with the RAA monitoring centre.

- (f) Where there is a Monitored Premises, the Customer must not move the Equipment to any other premises or make any material change to the layout, design or use of the Monitored Premises (including changes to the telecommunication channels used in connection with the Equipment), without giving RAA at least 5 business days prior notice.
- (g) The Customer acknowledges that if the Equipment is moved, or the Monitored Premises materially changed, without prior notification to RAA, there is a risk that RAA will not be able to provide the Monitoring Services.

3. Monitoring Services

- (a) The Monitored Services can only be provided if the Monitored Premises are located in an area where the selected carrier has mobile coverage available.
- (b) In consideration for the provision of the Monitoring Services, the Customer must pay RAA the Monitoring Fee and must also pay RAA for services provided (at rates set by RAA from time to time), and reimburse RAA for any third party costs incurred (including for ambulance attendance), responding to a System Event in accordance with this Agreement.
- (c) Where the Monitoring Services involve or will involve a landline (PSTN) telephone to communicate with the Monitoring Centre, the Customer acknowledges that:
 - (i) the landline must be able to call 1300 numbers;
 - (ii) if the Customer has two phones, and one phone is off the hook, the Equipment may not operate correctly; and

- (iii) test (or similar) calls or signals will be made to a 13 number on a weekly basis and repeated until a connection is established to the Equipment (or test calls or signals have been made a maximum number of times with that maximum number being determined by the Customer's telecommunication channel provider). The costs of those calls may be charged to the Customer by the telecommunication channel provider.

4. Responses to System Event

- (a) When RAA receives a System Event (such as an alarm activation) from the Equipment, RAA will send a voice communication to the Equipment (NOT to any pendant, button or wristwatch (if applicable)) and otherwise respond in accordance with the Customer Confidential Data.
- (b) If RAA has not sent a voice communication to the Equipment within 3 minutes after the System Event, RAA may not have received notice of the System Event and, if possible, the Customer must contact emergency services to respond to the alarm.
- (c) If RAA is unable to respond to a System Event in accordance with this Agreement within such period as RAA considers appropriate in the circumstances, RAA will take such action as it considers reasonably necessary to respond to the System Event.

5. General Terms & Conditions

These Terms & Conditions apply in addition to, and prevail over, RAA's Secure Services – General Terms & Conditions available at raa.com.au

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Metropolitan shops

Adelaide

41 Hindmarsh Square

Colonnades

Shop 169, Centro Colonnades

Elizabeth

Shop 147, Elizabeth Shopping Centre

Marion

Shop 2042, Westfield Marion

Mile End

101 Richmond Road

Modbury

33 Smart Road

West Lakes

Shop 31, Westfield West Lakes

Country shops

Berri 16 Wilson Street

Broken Hill 320 Argent Street

Clare 280 Main North Road

Kadina 62 Graves Street

Mount Barker 22–26 Adelaide Road

Mount Gambier 55 Commercial Street West

Murray Bridge 19 Bridge Street

Port Augusta 7 Carroona Road

Port Lincoln 2 Liverpool Street

Renmark 49 Renmark Avenue

Victor Harbor 66 Ocean Street

Whyalla 85 McDouall Stuart Avenue

/// **Motoring**

/// **Insurance**

/// **Security**

/// **Travel**

Important contact information

Phone

RAA Monitoring Centre **1300 555 120**

General enquiries **8202 4695**

Sales **8202 4671**



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Your local RAA Shop

See inside back cover for shop listings.

Payment options



BPAY biller code

221804



Pay by the month

Have your payments deducted by direct debit from your bank, building society, credit union or credit card account. Call 8202 4885



Pay by phone

1300 729 722



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