

# **Critical Information Summary**

# Family&Friends Edition

With effect from: 13 January 2023

BigPurplePhone® is a mobile phone service and handset designed for seniors who need a safe and secure smartphone with emergency features and limited functionality. Please read the following Critical Information Summary (CIS) carefully to check its suitability for your Senior.

#### What is the service?

The Family&Friends Edition is a prepaid Service to be provided for use with a new Nokia G50 mobile phone handset pre-loaded with Big**Purple**Phone LibbsyOS™ ribbon software. All plans include all national calls and texts, plus the associated GB allowance and the costs below include GST.

Handset cost one-off	\$699	Maximum cost including IDD per month	\$89.90
Minimum cost per month:	\$59.90	Early Termination Charge	<b>\$</b> 0
Maximum cost per month (if Add on option is not included)	\$59.901	Data included	15 GB <sup>2</sup>
Add on option – International Direct Dialling (IDD) Add On per month	\$30.00	Cost per extra GB of excess data	\$0

#### Coverage

We use the Telstra mobile service which provides a 4G coverage footprint of 98% and a combined 4G and 3G coverage footprint of more than 98.5% of the Australian population.

Coverage maps are available at: <a href="https://mobilemaps.net.au/maps/api/embed/4G/">https://mobilemaps.net.au/maps/api/embed/4G/</a>.

#### What will I pay for the service?

The BigPurplePhone service is charged on a subscription basis at \$59.90 per month. If chosen, the IDD package is an additional \$20 per month.

The BigPurplePhone <u>handset</u> is a one-off charge of \$699 plus \$10 shipping.

Annually, this is \$1,427.80 (service and handset) in the first year and then \$718.80 per

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annum (service only), charged at \$59.90 monthly in advance.

If you choose to add on the IDD Calling Package, an additional \$30 will be added to your monthly service fee. The monthly service fee will therefore increase to \$89.90. The full costs are: \$1,787.80 (handset, service, shipping and IDD) in the first year and then \$1078.80 (service and IDD) thereafter.

# Are there any hidden fees or charges?

No.

# Can I buy the phone without the monthly prepaid plan?

No.

#### What do I need to access the service?

You will need the BigPurplePhone - which is a new Nokia G50 mobile phone handset pre-installed with Big**Purple**Phone LibbsyOS<sup>TM</sup> ribbon software. You will also need the monthly subscription.

You can either request a new phone number with this service, or we can arrange to port across an active number from your senior's current carrier.

#### What is included?

Features of this service include all<sup>3</sup> national calls and SMS to mobiles within Australia, voicemail and calls to 13, 1300 and 1800 numbers, plus additional features as per your chosen plan within a safe and secure network.

#### Add on features

You can choose to add on International Direct Dialling and SMS to 15 countries for an additional monthly cost (see What will I pay for the service? above)

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<sup>&</sup>lt;sup>3</sup> Excluding Premium numbers

<sup>&</sup>lt;sup>4</sup> The 15 countries are: China, Germany, Greece, Hong Kong, India, Indonesia, Ireland, Malaysia, New Zealand, Singapore, South Korea, Thailand, United Kingdom, United States of America, Vietnam



# What else does the service provide?

The service provides the following:

BigPurplePhone LibbsyOSTM ribbon software

BigPurplePhone Family&Friends app

Video calls

**Photos** 

Radio, music, news, weather, games

Emergency SOS Call button and Emergency contact notifications

Vaccination certificate. Covid check in<sup>5</sup>

Access to BigPurplePhone Help desk6

### Do I have to bundle anything with the service?

Yes. The service requires the BigPurplePhone to be purchased with the monthly subscription service. It will not work with other networks or hardware providers.

#### Minimum term of the service

Minimum term of this service is one month - this is a month-to-month service.

#### **Qualifications**

Please note that this service may be restricted and/or cancelled if:

You fail to pay your bill

You report your phone lost/stolen

You are abusive to our staff

You breach our terms and conditions or our Fair Use Policy

#### Will you charge for top ups?

No. Australian Regulations rule that we cannot offer "unlimited plans" however we will never charge you for extra data.

Data usage will not stop working on your phone once your senior hit their limit, and topups will be automatically applied at no charge.

Your senior will receive notifications by SMS to your device when they hit 50%, 80% and 100% usage. These are sent at a network level and we cannot stop them.

#### Information about pricing

<sup>5</sup> Where applicable to your State

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<sup>&</sup>lt;sup>6</sup> Refer to BigPurplePhone Fair Usage policy at https://bigpurplephone.com.au/pages/fair-use-policy



There is no set-up fee for this service.

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# **Equipment fees**

You will need a SIM card to use this service. Your SIM card is free and will be supplied and inserted into your phone by us.

#### Exit fee

There are no exit fees for this service.

### Other possible charges

There are no other charges with BigPurplePhone.

#### What phone services are not available?

Travel Packs are not available with this service

**MMS** 

Hot-spotting

Data sharing

Access to Premium call services such as 1900 numbers.

International SMS (unless to the 15 countries mentioned above), MMS including video MMS to international numbers

Dial IT services (time and weather)

International directory assistance (1225)

National directory assistance (1223)

Calls to satellite phones

SMS to Apple for new iPhone message set up

International Roaming is not available

Bluetooth

The service does not connect to wifi. You can use the data that comes with the phone without worrying that it will run out.

Our service does not provide access to streaming TV or movie services.

# What apps are available on BigPurplePhone?

Your BigPurplePhone will arrive pre-loaded with the BigPurplePhone LibbsyOS<sup>TM</sup> ribbon software which provides the following basic apps designed especially for Seniors

Phone

Video Calls

**Text Messages** 

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Camera

**Photos** 

Weather

Radio

Music

**Vaccination Certificates** 

Covid Check-in<sup>7</sup>

Help

Emergency SOS Call Button - on the top of the home screen and most other pages within the ribbon software

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<sup>&</sup>lt;sup>7</sup> State governments in Australia change their requirements from time to time. This may not be available in your State.



# How does the BigPurplePhone App work?

When you purchase a BigPurplePhone Family&Friends for your senior, we will send you a weblink to download the BigPurplePhone Family&Friends App onto your mobile phone.

You will be prompted to set up your senior's phone and your account. From this app you will be able to manage your senior's BigPurplePhone remotely including the following:

Porting over their phone number (or you can request a new phone number) Add contacts

Invite others to the secure Family&Friends network

Turn on and off features on the senior's BigPurplePhone

Make voice and video calls to your Senior

Send them text messages

Share photos with your senior

Set preferred music, radio and news

Set up your senior's location for local weather

Set reminders for your senior

# What happens when I purchase the BigPurplePhone Family&Friends handset and service?

After you place your order you will receive an email to set up your mobile number and complete an ID check with us. This is required by Australian Communications and Media Authority\*\* for all new Prepaid mobile phone account holders.

We then contact you to arrange to send you a personalised link via SMS to your mobile so that you can manage your a BigPurplePhone remotely.

Your phone is then staged, the SIM inserted, and the phone is shipped to the address you nominated when you placed your order.

If you chose to port your old number over to your new BigPurplePhone, we will then arrange with you a convenient time for your number to be ported over. If you chose a new number this will be activated in time for your phone to arrive.

\*\*Visit https://www.acma.gov.au/acmas-rules-id-checks-prepaid-mobiles for more information on what is required of us and read our Privacy Policy at https://bigpurplephone.com.au/pages/privacy-policy for more information on how we handle your private information.

#### Upgrades and improvements to your service

We will, from time to time, and at no additional charge to you, release improvements to the existing BigPurplePhone LibbsyOSTM ribbon software and BigPurplePhone Family&Friends App.

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We will do this remotely and without any action from you and we will advise you via email when we release improvements.

# Can I get a refund?

Yes. We offer a return strictly within 7 days of purchase for unused, unopened, undamaged packaging in original condition for change of mind.

We then offer a 2 year manufacturer warranty on faulty handsets. Please refer to the Returns Policy on our website for more information.

We also offer to remotely restore your senior's phone to a regular Nokia. Please see the following section "How do I cancel my service"

# How do I cancel my service?

You can cancel anytime by contacting our Customer Care Team - see How to get in touch with us? below.

When we receive your notification to cancel the service and we will remotely restore your senior's phone to a regular Nokia. The SIM will also be disabled.

#### Other information

Your senior will receive notifications by SMS to their device when they hit 50%, 80% and 100% usage. Once they hit their limit we will top up their account with excess data at no charge.

The SMS notifications are a Telecommunications Consumer Protection requirement and are sent at a network level. We are unable to stop this being sent to your senior.

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#### **Customer service**

We have an all Australian-based team located in the Southern Highlands, NSW who can help you with any technical support, account or sales questions. Please see below for how to get in touch with us.

### **Complaints**

If you are not happy with your service, you can follow our Complaints Handling process. For more details, see: https://bigpurplephone.com.au/pages/complaints-handlingprocess

If you are still not happy with the outcome of your complaint after following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation.

The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at www.tio.com.au/making-a-complaint.

# How to get in touch with us?

You can reach us at any time by:

Chatting with us, through our website at www.bigpurplephone.com.au Emailing us on **support**@bigpurplephone.com.au Calling us on **02 8660 1390** 

Our support hours are 9AM-5PM, Monday - Friday AEST.

We update our policies from time to time. If you are reading a printed copy of this document, please refer to the Policies section our website to ensure you have the latest Edition.

This document should be read in conjunction with our Standard Terms and Conditions which can be found under Policies on our website https://bigpurplephone.com.au/pages/policies.

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