

Agreement Details

Resident's name: _____

Resident's room number: _____

Home name: _____
(only available at Clifton Views, Warralily Gardens, Homestead Estate and The Heights)

Date requested: _____

Service requested (**please circle**): INSTALLATION OR REMOVAL

Preferred phone location (**only one point can be selected if the room has two points available**): Desk Bedside

Agreement

The resident agrees with TLC Aged Care (TLC) that:

- Phone services cost \$10 per month for rental and calls (local, national, mobile calls are subject to fair use; international and premium services are barred.)
- The resident wishes to be supplied with the phone and line rental from the Start Date nominated until the latter of:
 - the resident leaves the Home;
 - the date that the resident informs TLC that they wish to cancel their phone service;
 - the date that TLC Aged Care provides the resident with written notification that the phone service is no longer available.
- The resident must pay the charges to TLC Aged Care as set out in the Agreement Details for the phone services (Charges). These charges will be invoiced monthly in advance and will be added to the resident's invoice.
- Phone service charges are subject to change by phone service provider and TLC Aged Care is not responsible for any increase in charges.
- The resident will be liable for any misuse, damage or removal of any phone service equipment.
- TLC is not liable for any loss or damage caused by the provision of the phone services.
- TLC will supply the phone number with the phone; residents will not be able to port in a phone number from their previous residence
- Installation/Removal of phone with number can take up to 5 working days

Signed by Resident or Representative

Signed _____

Name _____

Dated _____

Signed by General Manager

Signed _____

Name _____

Dated _____

Please scan and email this completed form to TLC ICT Support at helpdesk@tlchealthcare.com.au