

TELECARE 24



Keeping you safe at home
Careline alarms from just 35p per day

+ FREE DELIVERY WITHIN 24HRS
OF RECEIVING YOUR COMPLETED PAPERWORK

Rapid help at the touch of a button



Welcome to TeleCare24 - the UK's most popular Careline alarm service. We are here to help you remain safe and independent in your own home.

Our easy to use Careline service will give you and your loved ones total peace of mind. Our highly trained and friendly operators are here to help you 24hrs a day, 365 days a year.

We will provide you with the most reliable and advanced alarm available, it simply plugs into your phone line. For total peace of mind we also provide you with a lightweight and waterproof pendant which can be worn around your wrist or neck. This will provide cover whether you are in your home or garden.

TeleCare24 is proud to be endorsed by TV broadcaster Dr Hilary Jones who says we are "the best value Careline provider in the UK". Being a national Careline provider enables us to keep our prices low. We have some of the most competitive prices available – with plans available from just 35p per day.

How you benefit:

- Low cost price plans to help you budget.
- Total peace of mind for you and your loved ones.
- We are here 24/7 365 days a year for your well being.

How does a TeleCare24 pendant work?



Easy to install & use in your home

If you require help at anytime, just press the button on your wireless pendant and you will immediately be connected to our highly trained care team.

Our operator will speak to you via the loudspeaker in the alarm base unit. The sensitive microphone and loudspeaker will enable us to speak to you even if you are in a different room to where your alarm is situated. We will already know who you are, your location and all your relevant personal details. This saves time and means we can get you the help you need as quickly as possible.

Once we know your situation we will immediately arrange to get you help. Depending on the circumstances, this may involve contacting a designated key holder, a relative or the emergency services.

Don't worry if you can't talk to us, we will summon immediate help to your home and stay on the line with you to reassure you until help arrives.

How you benefit:

- Rapid dispatch - we send your alarm within 24hrs of receiving your paperwork.
- Easy to install - the alarm is delivered ready to plug in and use.
- UK Installation - if you prefer we can install and demonstrate the alarm for you. (See agreement form)
- Trustworthy - all our installers are CRB checked and carry an ID card.

About our Care Team



Committed to quality customer service

Our state-of-the-art response centre in Bristol boasts one of the fastest Careline response times in the UK. We have priority access to every emergency service in the UK, which means we get you the help you need fast...

**On average we answer every call within 11 seconds
99% of our calls answered in less than 60 seconds**

...this is faster than our national competitors and is quicker than the standard required by the Telecare Services Association (TSA).

A recent survey showed that 100% of our customers felt our team were friendly, reassuring and understanding.

Once connected, you will receive an exceptional service from our highly trained care team. Our commitment to the ongoing training and development of our team enables us to be alert to the sensitivity and urgency of every call that we handle

To ensure we continually provide the best possible service to our customers, our call centre fully complies with the TSA Code of Practice and British Standard BS5979. This means we provide you and your loved ones with the very best 24hr emergency Careline service available.

Order today and get 2 months free on our Annual Plan

Call our dedicated Care Team 08000 776904
or Visit: www.telecare24.co.uk

Some of your questions answered:

Q. What distance will the pendant work from the alarm base unit?

Generally speaking your alarm will work within around 100 metres from the alarm base unit. You cannot speak through the pendant but the highly sensitive microphone on the base unit will pick up your voice and enable you to speak to our Care Team.

Q. How is the alarm unit installed and can I do it myself?

The alarm is very easy to install yourself. We deliver your alarm ready to use, it just needs to be plugged into your existing phone line and a mains power socket. It really is that simple.

Q. Can I still use my home phone?

Yes you can. If you have a home phone, this simply plugs into the back of the alarm unit, allowing you to make and receive calls as normal.

Q. Can I order an extra pendant?

Yes you can. This is an excellent idea if you have someone else living in your home who may also benefit from using a TeleCare24 Careline alarm or you would like another one handy placed in another location in the home. There is no extra monthly fee for the additional pendant. If there is a second user in the home you just need to provide us with their details. Additional pendants are available in the checkout when you purchase your alarm for a one off price of just £49 plus VAT. To see a full list of Frequently Asked Questions, please visit www.telecare24.co.uk/faq.htm

Choosing a key safe

Secure access to your home

Some national Careline providers insist you have two keyholders living nearby before they accept you as user. Here at TeleCare24 we understand that this is not always possible. So if you have no family or keyholders living nearby, all we ask is that you install a key safe.

A key safe is a great idea if your family or contacts live more than 15 minutes away. It enables the emergency services to gain entry to your home and quickly provide the help you need. The key safe can be discreetly installed on an outside wall of your home with your keys stored securely inside. Your keys can only be accessed by entering a PIN number of your choice on the front panel of the key safe. We will securely store the PIN on our system and will only pass it on to the emergency services if you require assistance.

We have two key safes for you to choose from:



Supra C500

- Only Police approved key safe
- LPS1175 accreditation with heavy duty locking mechanism



Yale Key safe

- Holds up to 3 keys
- Resettable 4 digit combination lock

We can arrange installation. For pricing, please refer to our agreement form.



"The C500 KeySafe™ has exceeded my expectations, it really is a great product"

- Karen Baggott, Greater Manchester Police

Unbeatable value

Choose a simple pricing plan:

MONTHLY PLAN - Easy to budget

£ 12.99 PER MONTH (£ 15.58 including VAT*)

This plan is charged quarterly by Direct Debit. £45 Initial fee applies

ANNUAL PLAN - Introductory offer: Get 2 Months FREE!

£ 129 PER YEAR (£ 154.80 including VAT*)

This plan is charged annually. £45 Initial fee applies

ADD THESE ITEMS TO YOUR ORDER:

Careline alarm installation	£69 Ex VAT
Extra Careline pendant	£49 Ex VAT

All prices shown are correct at time of publication

* VAT Exemption

All prices shown in this brochure exclude VAT. If you are chronically ill or disabled you may qualify for VAT relief which means no VAT will be added to your payment plan. You just need to complete the VAT exemption section on our agreement form. There is nothing else for you to do. Please note that the keysafe and installation will attract VAT even if you qualify for VAT exemption.

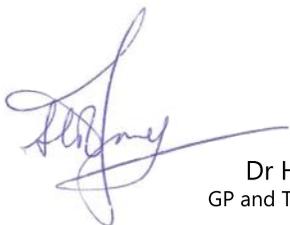
Examples of conditions that qualify for VAT relief include:

- Arthritis
- Cancer
- Diabetes
- Epilepsy
- High Blood Pressure
- Heart Disease

To take advantage of our introductory offer

Call our dedicated Care Team 08000 776904
or Visit: www.telecare24.co.uk

*“In my opinion the best
Careline provider in the UK”*



Dr Hilary Jones
GP and TV Broadcaster



You can order your Careline alarm either by phone or securely online.

If you have further questions or would like to discuss your needs in more detail without obligation, contact our experienced Care Team today.

Call free: 08000 776904
or Visit: www.telecare24.co.uk