

Care-on-Call™ Service
Additional Guidelines for Safety Phone™ Users
(English Version)

In addition to the Care-on-Call™ Service (“Service”) User Guidelines, Safety Phone™ Users (“Users”) shall comply with the following additional guidelines.

1. Users should charge Safety Phone™ every day to ensure that Safety Phone™ remains on and powered.
2. The User understands and authorizes Senior Citizen Home Safety Association (“SCHSA”) to search for the approximate location and movement path of the Safety Phone™ through its computer system when needed, and SCHSA may pass such information to the User’s contact person(s) or any relevant emergency support personnel or organizations.
3. The User understands and accepts that the search function of the approximate location of the Safety Phone™ may be inaccurate due to circumstantial factors.
4. The Service only support designated SIM cards for Safety Phone™ and the telephone number as well as mobile service plan registered under the Service Agreement. If the User without approval uses other SIM cards in the Safety Phone™, or changes the phone number or the mobile service plan, the User cannot use the Service normally. SCHSA shall not be responsible for any consequences.
5. The Care-on-Call™ Service must be used in conjunction with the designated model of the Safety Phone™ provided by SCHSA. If the User switches to phone models other than the designated model of the Safety Phone™ provided by SCHSA, the Service cannot be used and SCHSA will not be responsible for any consequences.
6. Safety Phone™ can only be used within the Hong Kong Special Administrative Region.
7. The User understands that the Safety Phone™ has special design and settings in order to provide Services. SCHSA can update the design and settings as required.
8. The User understands that using a mobile phone may affect the operation of some cardiac pacemakers. Please check with medical doctors if required.
9. The User agrees that SCHSA shall not be liable in the following circumstances:
 - (a) Failure of Safety Phone™ to perform its original function due to insufficient battery power;
 - (b) Failure of the Safety Phone™ system to perform its original function and to contact SCHSA to request for assistance due to insufficient coverage of the mobile network;

- (c) SCHSA being unable to accurately locate the Safety Phone™ as requested by the User and/or its contact person(s) due to inaccurate signals of mobile network transmission stations;
 - (d) Any consequences resulting from the use of pacemakers and/or implantable medical instruments by the User; and/or
 - (e) The User is located outside the Hong Kong Special Administrative Region.
10. SCHSA reserves the right to change or update these Guidelines. SCHSA shall notify the Applicant and the User in writing of any changes or updates.
11. In case of any inconsistencies between the Chinese and English versions of these Guidelines, the Chinese version shall prevail.

(23.12.2019)