



Frequently asked questions In-touch24

What does the set-up fee include?

The set-up fee is a one-off payment which covers:

- registration of all the personal, medical and key-holder details provided by you on your application form onto our UK-based computer system.
- Delivery of the pre-set equipment to your home (base unit, alert button and fall detector for the standard service. Infra red movement sensors in addition for the 'Intruder Alert' package).
- Full instructions on how to self-install the equipment, which is no more complicated than plugging in an answering machine. 90% of users are able to install the units without additional assistance.

What does the annual subscription fee include?

The subscription fee, which is less than £1 sterling per day for the standard service, covers the ongoing provision of your 24-hour service and link to the 24-hour response centre. We also guarantee to replace your equipment if anything should become faulty.

What if I need installation assistance?

If you do not feel comfortable following the installation instructions and require a professional to assist, we are able to recommend a local installer. There will be a small additional charge for this.

What is my minimum period of commitment?

The minimum term is one year.

If I have a home only system how far from the base unit will my alert button work?

150 metres. This allows you peace of mind in your own home and grounds.

How can I be sure calls will be answered?

Our calls are answered by our control centre in the UK or Cyprus. They total many years experience in this field and operate a totally professional guaranteed service.

What if there is a power cut?

The base units have a back-up power unit for 24 hours of functioning in the event of power loss. If you are using a mobile system then as long as the units battery is charged all will be well for many days.

Who is Intouch24

The company is a trading name of Apogee Media Ltd registered in the UK since 1994. Intouch24 was setup in 2006 specifically to help people not living in the UK and who needed telecare services.

Why are the 24 hour response centre in the UK and Cyprus?

Many people find it comforting to know that they will be helped by trained operators who work to UK and above standards and have a variety of language skills. Our



Cyprus control centre also has a day-to-day working knowledge of the Countries infrastructure so we can provide additional services.

Who will come and help me if I press the button?

The first method of assistance will take the form of a trained operator speaking through the base unit into your home. Initially they will try to make contact with the client personally and assess if further help is needed and if so, of which type. They will organise any help required. If voice contact is not possible as a result of emergency, illness or being out of range, they will in the first instance work through the list of keyholders to get someone to come immediately to the house and ascertain the extent of the emergency. In the event that no keyholders can be contacted your chosen ambulance, hospital, doctor or carer will be called to your home.

Why is this different from just making an emergency phone call?

In the event of serious medical or other emergencies, dialling numbers and speaking may not be possible. In addition, the button is constantly on the client's wrist – the telephone may be out of range.

Our automatic fall alert system, worn around the neck or in the mobile telephone options also activates the system automatically in the case of falls. Again, once on the ground, the wearer may not be able to reach their phone. This service is only appropriate for people who may become unconscious in their normal life due to an on going medical condition or if they fall and normally become unconscious at that time.

Why not just call a relative or friend from my mobile in an emergency?

In an emergency a person's life can be dependent on action being taken quickly. A relative or friend may be shopping, in the bath, on a plane and so on; also it is a very large responsibility to ask anyone to be responsible 24 hours per day 7 days per week "just in case". Using a control centre and number of key holders and then doctors and other services the risk and responsibility becomes more manageable.