

# “Lifeline”

## For Your Peace of Mind



### **Charges Information**

#### *Why is there a charge?*

For the Lifeline Control Room to be effective we must be available and capable of responding to a call at any time of the day or night even on weekends and at Bank Holidays. Consequently staffing and maintenance costs are high and we estimate that well over £350,000 per year is needed to finance the Control Room running costs.

#### *Charges and Methods of Payment*

1. The Lifeline Equipment can be rented and monitored for £2.50 per week inclusive of V.A.T. The Lifeline management team reserve the right to annually review the monitoring charges, and customers will be informed in writing at least 28 days prior to any increase.
2. One Invoice is sent at the start of your billing period approximately three weeks after your Lifeline has been installed and will be for £130 (i.e. £2.50 per week for 52 weeks) - *we do not charge for installation.* You will not receive another Invoice until the commencement of your next billing period in 12 months time.
3. You now have a choice of four Methods of Payment - *an information slip giving full details will be included in the envelope with your invoice.*
  - a. Payment in Full.
  - b. Payment by Installments - weekly, monthly, quarterly or half yearly.
  - c. Standing Order.
  - d. Telephone Automated Payment System

#### *Telephone Line Charges*

The Lifeline Alarm requires a telephone line and electric power point in order to transmit the call from the users home to the Control Room. Therefore, the quarterly telephone line rental charge and cost of each call must be met by the user, and is not included in the above charges.

*For further details contact the Lifeline Control Room at Merthyr Tydfil C.B.C. on 01685 384489 (Voice Recorded) or Fax 01685 387740*