



Providence Lifestyle

Resort Style Living
for Over 50s



AWARDS FOR
EXCELLENCE
2025
WINNER



TECHNOLOGY, COMMUNICATION AND SECURITY SOLUTION





SETTING A NEW BENCHMARK

Providence Lifestyle Resorts have invested in state-of-the-art infrastructure, partnering with leading service providers to bring you an exceptional **Technology, Communication and Security (TCS) Solution** that delivers excellent value for money, is reliable and is backed by local support.

Why worry about finding and then dealing with multiple service providers at a greater expense, when you can leave it all to us and there are no upfront connection fees or product costs.

Providence Lifestyle's **Technology, Communication and Security** will provide you many extra benefits and savings living within the community.

1. WIFI / INTERNET

In today's world having easy and reliable access to the internet to enjoy entertainment, web browsing and remain in contact with family and friends is paramount. The Providence Lifestyle TCS Solution delivers high-performance internet distribution by integrating a smart core infrastructure with a wireless access point installed to your home to provide a completely personalised experience.

Each Resort Homeowners' personal network is allocated a guaranteed volume of internet bandwidth. This provides a number of features and benefits:

- Enables you to have uncompromised commercial speed, services, and connectivity.
- You can easily add multiple devices to your personal network.
- Provides a personal network that is securely separated from other people.
- A managed and monitored service to ensure reliability.

In layman's terms, we want you to have a better experience with the Providence Lifestyle TCS Solution compared to your previous home. This is because standard household NBN internet connections have to compete/contend with nearby houses for bandwidth. Even though you could purchase a 50/20Mbps service from an Internet Service Provider

WHAT'S INCLUDED:



WI-FI & INTERNET



FREE TO AIR TV



INTERCOM



VOICE



PLATE RECOGNITION



CCTV



SUPPORT

(ISP), during peak times between 5pm and 10pm, your service can drop down by as much as half and connection can be intermittent. The fluctuation in connection speed also increases latency which often affects voice and video communications (we've all experienced this!).

Providence Lifestyle provides you a fixed monitored connection to your home which ensures you still get your full bandwidth no matter what other Resort Homeowners or houses in the street are doing.

The connection works the same as having a direct link to the Internet at a guaranteed rate of speed at any given time. Coupled with the advanced Quality of Service rules our technology partner has in place, this ensures video and voice communications are placed at a higher priority than normal Internet traffic or video streaming services - so that calls and connections with family and friends is your (and our!) priority.

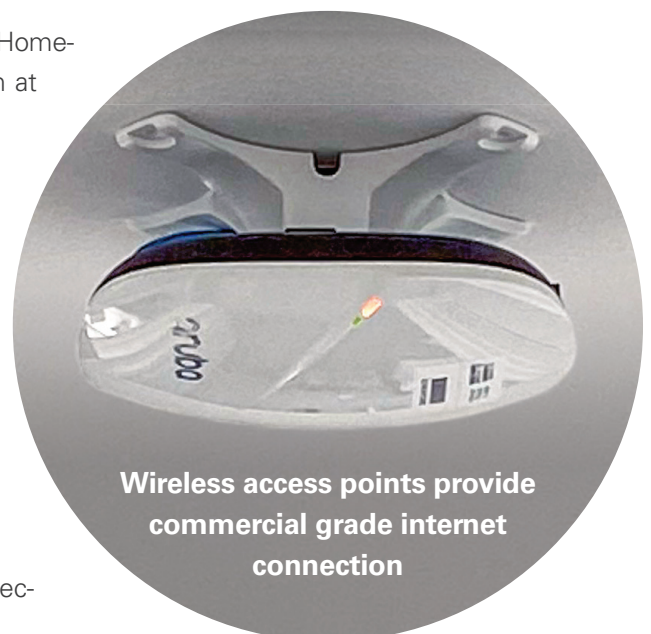
The Providence Lifestyle TCS Solution provides each Resort Homeowner with their own consistent bandwidth distribution even at peak times between 5pm and 10pm!

2. ENTERTAINMENT

Under the Providence Lifestyle TCS Solution you have access to all your personal streaming services (Netflix, Prime Video, Stan, Spotify, etc.) on your choice of device, whether that's a computer, laptop, tablet or smart phone – wirelessly!

All Resort Homeowners can use our solution to easily connect to any of your preferred streaming services.

All this with the assurance of a quality commercial grade connection.



3. FREE-TO-AIR TV

The Providence Lifestyle TCS Solution also provides you with HD quality reception for Free-to-Air TV. All your favourites and no need for individual TV Antennas as each home is connected to the Resort's "master antenna".



4. VOICE

We understand the need for quality, reliable solutions to enable communication and connection. The Resort's VoIP (Voice over Internet Protocol) service is another enabler for you to keep in touch with loved ones, friends, other Resort Homeowners and staff.

You probably have a direct line with Telstra, Optus or any other voice carrier via your mobile phone whilst you're roaming the outside world, but while you're at home within the Resort, all of your emergency, local, national and mobile phone calls are free with the Providence Lifestyle TCS Solution provided handset.

International calls can be included in the plan but with the large variety of voice and video call platforms available today (Facebook Messenger, Skype, Teams, Zoom, Whats App etc) using the Providence Lifestyle TCS Solution for international voice and video calls using your personal tablet or smart phone is the most affordable solution.



5. THE PROVIDENCE APP

Another advantage of the Providence Lifestyle TCS Solution is the convenience offered by the Providence App, available to all Resort Homeowners.

The Providence App gives you easy access to everything you need to make the most of your community. Stay informed with news and updates, discover exclusive perks, book Resort facilities, and keep up to date with Social Club events and activities. You'll also find Liaison Committee information, policy documents, FAQs, and much more, all at your fingertips.

The app brings the community together in one convenient digital hub, making it easier than ever to stay connected and enjoy everything Providence Lifestyle has to offer.



6. SECURITY AND PEACE OF MIND

Closed Circuit Television System (CCTV)

Installed at the front and rear gates of the Resort, as well as the caravan/boat storage area and other points of interest, the CCTV systems provide live video footage displayed directly to your TV.

An added benefit is that the Resorts' monitoring device records 30 days of video footage from each security camera in case the footage needs to be reviewed by Resort Administration or the police.

Car License Plate Recognition

License plate recognition allows for easy access to the Resort from dusk till dawn, including the ability to register family members' vehicles.

Intercom

Communicating with visitors is done the smart way with the Resort's integrated video intercom system. Connected to the front pedestrian and car gates, you can remotely allow your visitors access to the Resort from the comfort of your home.

The video intercom panel at the front gate has audio and video streaming. This enables you to see and hear who wants to visit you and you can pretend you're not home if you wish!



7. SUPPORT

Providence Lifestyle Resorts provide front line support to Resort Homeowners and is the first point of contact for any issues you may have. If it is more technical in nature, our technical support helpline is provided by local Perth companies, ensuring a solution is provided quickly.

8. 5 YEAR WARRANTY AND NO CALL OUT FEES

Each Resort Homeowner that subscribes to the Providence Lifestyle TCS Solution, is afforded a 5-year full replacement warranty on all network equipment at no extra cost. There are also no call out fees under the TCS Solution package unless there is a user error and the call out was actually not necessary.

Category	Item	External Residential Living Costs	Providence Lifestyle Standard Inclusions	Providence Lifestyle TCS Solution
Internet/Wi-Fi	Unlimited uploads and downloads*	\$70 to \$90 per month	✗	✓
	Commercial grade upstream connection delivering 50mbps download and 50mbps upload speed. Typical evening speeds**	Unavailable to residential customers	✗	✓
	Proactive monitoring (we proactively monitor the speed being delivered to you)	Unavailable to the public	✗	✓
	Wi-Fi in all Resort buildings	N/A	✓	✓
	Modem and installation	\$80 to \$250+	✗	✓
Entertainment*	Free-to-air TV	\$250 for installation	✓	✓
	Access to streaming and subscription services. Customers pay for their own streaming services and must have streaming compatible TVs or devices.	Requires internet	✗	✓
Security	Intercom audio visual to front gate	\$300 + installation (your front door only)	✓	✓
	License plate recognition to access the Resort for you and up to 6 nominated visitors	N/A	✗	✓
	Ability to open the resort gate from the comfort of your home	N/A	✓	✓
	Personal code access to resort facilities	N/A	✓	✓
Voice and video calls	Free local, emergency, national, and mobile phone calls within Australia.	\$10 to \$55 per month	✗	✓
CCTV	View selected Closed Circuit security cameras via your TV	N/A	✓	✓
Support	All support enquiries to our Australian Support Team. Call 6555 1171 or email TCSsupport@providencelifestyle.com.au. Support hours are 6am to 11pm, 7 days a week.	Unknown	✗	✓
Warranty and call out fees	5-Year Warranty on network devices, services, and NO call out fees!	Minimum call out fees apply	✗	✓
Resort information	Providence app includes news, information, facility booking, Social Club info, Liaison Committee info, policy documents, FAQs and more.	Unavailable to the public	✓	✓
Total		\$40 to \$75 per fortnight* plus installation and product purchases of \$580 to \$750*	\$0 per fortnight no products or connections included	\$40 per fortnight for Stages 1 & 2 all products, installations and connections included

Estimated prices as at January 2023. *Fair usage policies apply. **Typical evening download speeds are subject to change and are measured 7pm to 11pm. Typical evening upload speeds are estimated by reference to the maximum upload speed. Speeds are not guaranteed and may vary. You may experience slower speeds than this during busy periods and at other times. Actual speeds will vary depending on many factors such as network congestion, device capabilities, location and number of devices connected.





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