



Common Questions

New Clients

1. Is Victoria Lifeline easy to use?

Victoria Lifeline is even easier to use than a telephone. If you need help, just press the personal help button you wear and a trained Philips Lifeline Response Centre associate will respond. Help is available at your fingertips 24 hours a day, 365 days a year.

2. Do I really need Victoria Lifeline? I get checked on everyday.

With Victoria Lifeline, you maintain your independence by staying in charge. Get help when you need it, not the next time someone checks on you. Accidents can occur unexpectedly at any time. Like insurance, you always hope you won't need it but are very grateful to have it if an accident does occur.

3. Do I really need Victoria Lifeline? I have a cell phone.

Imagine a device you wear around the clock. When you need to make a call, it works, and immediately connects you to a helpful, knowledgeable person.

The device you're imagining is a Victoria Lifeline Personal Help Button supported by our Medical Alert Service. If you choose [Lifeline with AutoAlert](#), in the event of a fall, you don't even need to press a button to get help. Can your cell phone do that? Cell phones are convenient and have their place, but they can't give you the service you need. [Click here](#) for more differences between using Lifeline and a cell phone to ensure you get help when you need it.

4. How much does Victoria Lifeline cost?

The service is very affordable with a one-time installation charge and a low monthly fee. There is no long-term contract. In discussion with our customer service staff, you can determine the service options best-suited to your needs along with the associated costs.



5. What do I do next?

Call Victoria Lifeline at 956-6777 or toll free at 1-888-722-5222. Our customer service staff will discuss your needs, provide you with more information, and answer your questions. If you decide to get the service, we will collect the information the Response Centre requires to respond to your help calls and arrange a home appointment with one of our volunteer installers. Within a few days, he or she will set-up the service and have Lifeline start working for you.

[Important things to consider BEFORE choosing an alarm service](#)

Get a Price on Independence

Call Victoria Lifeline Now
956-6777 or toll-free at **1-888-722-5222**
[E-mail Victoria Lifeline Now](#)