

CRITICAL INFORMATION SUMMARY

FOXTEL FROM AVEO CONNECT



INFORMATION ABOUT THE SERVICE

Foxtel from Aveo Connect service allows you to view a selection of Foxtel channels within your chosen package. It is specially designed for independent living seniors, offering more of what you want, and less of what you don't need.

Where is this plan available?

- Foxtel from Aveo Connect is available at a growing number of Aveo Connect villages. Visit our website at www.aveoconnect.com.au for an up to date list.
- Availability within a village is dependant on suitable cabling. At some villages, Foxtel from Aveo Connect may be available at some but not all units. At other villages, not all channels under the Foxtel from Aveo Connect package will be available. This is due to the state of cabling in the village.

Set Top Box and Installation

- You will require a Foxtel from Aveo Connect set top box for you service.
- A standard installation and equipment fee of \$175 applies for each outlet in your home. This covers a standard installation and the cost of a Foxtel iQ2 HD or MyStarHD recordable set top box. This fee is waived only for existing Foxtel Residential Customers with an active service at the service address (excludes Foxtel on T-Box and Foxtel from Telstra), however you continue to use the set top box you currently use.
- Additional costs may apply for non-standard installations, such as installations that are complex or in remote areas.

What is the minimum contract period?

Minimum Contract Period	12 months Your minimum term will commence on the date of the Foxtel service activation. This date may be different from other Aveo
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	Connect services you may have which are installed or activated separately.
Cancel Fee	If you cancel early, you pay a cancel fee equal to the total monthly recurring charges for the remaining term of the Minimum Contract Period. If you are leaving the Village, you can cancel and no cancel fee applies. If your estate cancels, it can do so and no cancel fees apply.

What is included?

- Access to all the channels included in the Foxtel Package you have subscribed to (subject to suitable cabling in the village).
- If you have a recordable device (iQHD/MyStarHD), you can also access all the features built into that device at no additional charge. Such as pause and rewind live TV, and record programs.

What is excluded?

- Pay per View services like Main Event are not available on Foxtel from Aveo Connect
- Foxtel On Demand is not available on Foxtel from Aveo Connect
- Foxtel Go is not available on Foxtel from Aveo Connect

INFORMATION ABOUT THE PRICE

What is the Monthly Recurring Charge?

	I am an Aveo Connect Bundle customer*	I am not a Aveo Connect Bundle customer*
Foxtel Platinum Package	\$89 inc GST	\$99 inc GST

- *Foxtel from Aveo Connect offers a discount if you take any Aveo Connect bundle as well. The discount does not apply if you take other Aveo Connect services (such as the Aveo Connect Home

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Phone Plan.) Each of the bundled services must be connected at the same service address.

- You will be billed monthly in advance.
- Your first bill may include pro rata charges for part of the month. This is because you started or changed your plan part way through your billing period.

What are the Set Up Charges

Set Up Fee – Existing subscriber to Foxtel	\$0
Set Up Fee – New subscriber to Foxtel, standard installation and set top box, on a Platinum Package	\$175

What is the Minimum Contract Charge?

Existing subscriber to Foxtel on a 12 month contract	\$1,068
New subscriber to Foxtel on a 12 month contract	\$1,243

What is included in the Packages?

NOTE: Channel availability is dependant on suitable cabling in the village. In some villages, if cabling is not suitable, not all channels will be available.

	Foxtel Platinum from Aveo Connect
Sport	12 channels including Fox Sports 1,2 and 3, Fox Footy, ESPN 1 and 2 , Fuel TV and more
Drama & Entertainment	26 channels including SoHo, Lifestyle, Food Channel, UKTV, Fox Classics, Fox 8, Comedy, Arena, 3 more lifestyle channels and more
News	13 channels including Sky News, Sky News Business, BBC World, Aljazheera, CNN and more

Movies	11 channels, including all Foxtel Premiere, Foxtel Action, Foxtel Family, Disney, World Movies, Turner Classic Movies and more
Documentaries	12 channels including Discovery, NatGeo, History, BBC Knowledge, NatGeo Wild, NatGeo People, TLC and Animal Planet
Kids and Music	16 channels including Nickleodeon, Nick.Jr, Cartoon Network, Boomerang, Disney Jr and 8 music channels

OTHER INFORMATION

How do I contact customer support?

Email us at support@aveoconnect.com.au. Or chat to us via the link on the website at www.aveoconnect.com.au Or call technical support on 1300 851 496, and we will arrange a genius to call you back at a time that suits you.

How do I make a complaint?

If you are not happy with us, give us a call first, we would love to resolve it if we can. But if you wish to make a formal complaint please contact Customer Relations, a specialist complaint resolution team, by emailing complaints@aveoconnect.com.au. If you are still not happy, you may be able to seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman on 1800 062 058 or by email at tio@tio.com.au.

THIS IS A SUMMARY ONLY, SEE THE FULL TERMS AND CONDITIONS AT www.aveoconnect.com.au.