

CRITICAL INFORMATION SUMMARY ENTERTAINMENT BUNDLE



INFORMATION ABOUT THE SERVICE

ENTERTAINMENT BUNDLE	
Monthly Price	\$100/month
Set Up Price – 12 mth contract – Existing subscriber to Foxtel	\$99
Set Up Price – 12 mth contract – New subscriber to Foxtel	\$199
Minimum Cost – 12 mth contract – Existing subscriber to Foxtel	\$1,299
Minimum Cost – 12 mth contract – New subscriber to Foxtel	\$1,399
FOXTEL Standard included	Yes
Foxtel channels	>25 incl all Fox Sports channels
Broadband included	Yes
Broadband Data	100GB
Home Phone line included	Yes

Our Entertainment Bundle offers a combination of Foxtel Standard from Aveo Connect, Broadband with included data and a Home Phone line with great call rates. Details are set out in the above table.

Where is the plan available?

- Our Entertainment Bundle is available at a growing number of Aveo communities across Australia. Visit our website at www.AveoConnect.com.au for an up to date list.
- Foxtel 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 your service.
- A standard installation and equipment fee 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.
- The lower Set Up fee for existing Foxtel Residential Customers only applies if you have an active service at the service address (excludes Foxtel on T-Box and Foxtel from Telstra), and you continue to use the set top box you currently use. Foxtel iQ3 is not available.

- Additional costs may apply for non-standard installations, such as installations that require lead-ins, are complex or in remote areas.

What is the minimum contract period?

Minimum Contract Period	12 months
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 Broadband?

- Broadband uses a combination of the latest technologies for high speed internet. The choice of technology and of network service provider is at our discretion.
- Broadband is up to 12/1 Mbps, download and upload speeds respectively.
- We cannot promise actual speeds, because things happen in networks (they get congested like roads, and poor cabling can act like speed bumps), but our techies will give you the fastest speed we can.

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What is Home Phone?

- You will not be charged extra for line rental.
- You can bring your old telephone number*, no problem, or we give you a new one.
- You can use your old handset, no problem, or we can help you select one to buy.
- You can add special features for free, like Call Waiting and Speed Dialling. Just refer to our User Guide.

*Excludes sites with a telephone numbering plan. Check with your village manager if a range of numbers are pre-allocated across your site.

Inclusions

- Access to all the channels included in the Foxtel Standard Package. For details of what channels are included in each package, go to <http://aveoconnect.com.au/wp-content/uploads/2016/04/Channels-Foxtel-Standard-from-Aveo-Connect.pdf>.
- 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.
- Connecting your residence to the network is included.
- A WiFi Home Gateway is included, and we set it up.

Exclusions

- The only way we can give you this great value deal is if you keep all of your Foxtel service, broadband and home phone with us. You cannot cancel an individual service.
- Some Foxtel residential services are not included, namely Pay per View services (like Main Event), Foxtel On Demand, Foxtel Go and Foxtel Magazine.

INFORMATION ABOUT THE PRICE

What are the Charges?

- Your monthly charges, set up charges and minimum cost over 12 months are set out in the table plan above.
- Your Foxtel from Aveo Connect will be installed separately from your broadband and phone service. For this reason, your first bill will include different pro rata charges for different services for part of the month. This is because you started services at different times in your billing period.
- If you are in a new development that is serviced by the National Broadband Network ("NBN"), NBNCo

may charge \$300 to connect your premises to the NBN. If so, we will charge that to you.

- If you are in an area serviced by the National Broadband Network ("NBN") using Fibre to the Node (FTTN) or Fibre to the Curb (FTTC) technology a \$300 Subsequent Installation Charge plus labour and materials may apply if;
 - a new copper pair needs to be installed by NBNCo; or
 - a jumper cable needs to be installed by NBNCo and: the premises does not have an existing voiceband/non-voiceband service; or the premises does have an existing voiceband/non-voiceband service but you choose not to transition it.

What is NOT included in the Monthly Charge

- Calls are charged at our normal great call charge rates. These are set out in our call charges plan titled "Home Phone Call Charges" on the website at www.aveoconnect.com.au/terms-and-conditions/.
- Local calls and calls to standard Australian landlines (STD calls) are charged at \$0.04 per minute, \$0.10 minimum call charge, no connection fee.
- Calls to standard Australian mobile numbers are charged at \$0.30 per minute, \$0.30 minimum call charge, no connection fee.
- Calls to 13, 130 and 1300 numbers are charged at \$0.35 per call.

To help understand, here are some standard things that cost money with other carriers

What does it cost to make a 2 minute local call or call to a standard Australian landline?	\$0.08
What does it cost to make a 2 minute call to a standard Australian mobile number?	\$0.60
What does it cost to make a 2 minute call to the UK?	\$0.08
What does it cost to use 1Mbps of data (about the size of small video)?	\$0, it is included in the data in your Bundle.

OTHER INFORMATION

How do I contact customer support?

Email us at support@AveoConnect.com.au Or call technical support on 1300 851 496

How do I monitor usage?

You can monitor your calls by logging into Your Account online at www.AveoConnect.com.au.

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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, SEE THE FULL TERMS AND CONDITIONS AT www.AveoConnect.com.au.