

# CRITICAL INFORMATION SUMMARY

## FOXTEL FROM AVEO CONNECT



### INFORMATION ABOUT THE SERVICE

	FOXTEL STANDARD FROM AVEO CONNECT	FOXTEL PLATINUM FROM AVEO CONNECT
Monthly Price - with a Bundle	\$45/month	\$89/month
Monthly Price – stand alone	\$55/month	\$99/month
Set Up Price – 12 mth contract – existing subscriber to Foxtel	\$0	\$0
Set Up Price – 12 mth contract – new subscriber to Foxtel	\$199	\$0
Minimum Cost – 12 mth contract – with a Bundle	\$540	\$1,068
Minimum Cost – 12 mth contract – stand alone	\$660	\$1,188
Channels	> 25	> 90
Fox Sports Channels	Yes	Yes

Foxtel from Aveo Connect service allows you to view a selection of Foxtel channels within your chosen package. We offer 2 packages specially designed for independent living seniors, offering more of what you want, and less of what you don't need:

1. Foxtel Platinum from Aveo Connect with over 90 channels; and
2. Foxtel Standard from Aveo Connect with over 25 channels.

For details of what channels are included in each package, go to [www.foxtel.com.au/business/your-business/aged-care/packages](http://www.foxtel.com.au/business/your-business/aged-care/packages).

#### Where is this Service available?

- Foxtel from Aveo Connect is available at a growing number of Aveo Connect villages. Visit our website at [www.aveoconnect.com.au](http://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 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. 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. 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 Your minimum term will commence on the date of the Foxtel service activation. This date may be different from other Aveo 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

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	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.
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or changed your plan part way through your billing period.

### What is included?

- Access to all the channels included in the Foxtel Package you have subscribed to (subject to suitable cabling in the village). See below for more details
- 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
- Foxtel Magazine

### INFORMATION ABOUT THE PRICE

#### What are the Charges?

- Your monthly charges, set up charges and minimum cost over 12 months for each service are set out in the table plan above.
- If you require a complex installation beyond our standard installation, or additional cabling or phone/data outlets, we may charge you for that work  
Foxtel from Aveo Connect offers a discount if you take any Aveo Connect Bundle, Home Phone or Home Broadband plan as well. The discount does not apply if you take other Aveo Connect services (such as the Aveo Connect Home Monitoring.) 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

### What are Multi-room charges?

	Foxtel <b>Platinum</b> from Aveo Connect	Foxtel <b>Standard</b> from Aveo Connect
<b>Set up Charges</b>	\$150.00 inc GST	\$150.00 inc GST
<b>Monthly Recurring Charges</b>	\$49.50 inc GST	\$32.50 inc GST

### 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.**

For details of what channels are included in each package, go to [www.foxtel.com.au/business/your-business/aged-care/packages](http://www.foxtel.com.au/business/your-business/aged-care/packages).

### OTHER INFORMATION

#### How do I contact customer support?

Email us at [support@aveoconnect.com.au](mailto:support@aveoconnect.com.au). Or chat to us via the link on the website at [www.aveoconnect.com.au](http://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](mailto: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](mailto:tio@tio.com.au).

**THIS IS A SUMMARY ONLY, SEE THE FULL TERMS AND CONDITIONS AT [www.aveoconnect.com.au](http://www.aveoconnect.com.au).**