



Critical Information Summary

Service Description:

The Entertainment service is delivered through a Set-Top-Box (STB) over your Internet connection.

Bundling:

No Bundling. An active Internet connection is required at your premises for the Entertainment Service. The Broad band can be from a provider other than VeeTel, although VeeTel can provide an Internet connection at attractive market rates. For more information give us a call on 1300 354 788.

Entertainment Multi Language package

Equipment:

You will need a compatible WiFi broadband modem/router and filters. Modems can be purchased from VeeTel at an additional cost.

Inclusions:

Entertainment Set-Top-Box and user manual. *(Please note the Entertainment unit remains the property of VeeTel and any damage may incur additional fees.)*

Minimum plan commitment options:

6 Months. \$79 setup fee + \$15 postage
Mth to Mth \$119 setup fee + \$15 postage

Pricing information for Multi Language Entertainment Packs.

Multi Language Entertainment Packs	Monthly Charge	Setup/Delivery Fee. No Commitment	Total on First Invoice	Setup/Delivery Fee. 6 Month Commitment	Total on First Invoice
English TV Pack	\$9.95	\$134.00	\$143.95	\$94.00	\$103.95
BBC TV Pack	\$9.95	\$134.00	\$143.95	\$94.00	\$103.95
Bosnian TV Pack	\$9.95	\$134.00	\$143.95	\$94.00	\$103.95
Serbian TV Pack	\$9.95	\$134.00	\$143.95	\$94.00	\$103.95
Croatian TV Pack	\$9.95	\$134.00	\$143.95	\$94.00	\$103.95
Macedonian TV Pack	\$9.95	\$134.00	\$143.95	\$94.00	\$103.95
Bosnian/Macedonian TV Pack	\$15.90	\$134.00	\$149.90	\$94.00	\$109.90
Bosnian/Serbian TV Pack	\$15.90	\$134.00	\$149.90	\$94.00	\$109.90
Macedonian/Serbian TV Pack	\$15.90	\$134.00	\$149.90	\$94.00	\$109.90
Croatian/Serbian TV Pack	\$15.90	\$134.00	\$149.90	\$94.00	\$109.90
Croatian/Bosnia TV Pack	\$15.90	\$134.00	\$149.90	\$94.00	\$109.90
Croatian/Macedonian TV Pack	\$15.90	\$134.00	\$149.90	\$94.00	\$109.90
Croatian/Bosnian/Macedonian TV Pack	\$21.85	\$134.00	\$155.85	\$94.00	\$115.85
Croatian/Serbian/Macedonian TV Pack	\$21.85	\$134.00	\$155.85	\$94.00	\$115.85
Croatian/Serbian/Macedonian TV Pack	\$21.85	\$134.00	\$155.85	\$94.00	\$115.85
Bosnian/Macedonian/Serbian TV Pack	\$21.85	\$134.00	\$155.85	\$94.00	\$115.85
Croatian/Bosnian/Macedonian/Serbian TV Pack	\$27.80	\$134.00	\$161.80	\$94.00	\$121.80
German TV Pack	\$9.95	\$134.00	\$143.95	\$94.00	\$103.95
Maltese TV Pack	\$9.95	\$134.00	\$143.95	\$94.00	\$103.95
Greek TV Value Pack	\$9.95	\$134.00	\$143.95	\$94.00	\$103.95
Greek TV Super Pack	\$19.95	\$134.00	\$153.95	\$94.00	\$113.95
Polish TV Polsat Pack	\$9.95	\$134.00	\$143.95	\$94.00	\$103.95
Polish TV Value Pack	\$14.95	\$134.00	\$148.95	\$94.00	\$108.95
Polish TV Super Pack	\$19.95	\$134.00	\$153.95	\$94.00	\$113.95
Polsat/Value Pack	\$24.90	\$134.00	\$158.90	\$94.00	\$118.90
Polsat/Super Pack	\$29.90	\$134.00	\$163.90	\$94.00	\$123.90

Portuguese TV Value Pack	\$9.95	\$134.00	\$143.95	\$94.00	\$103.95
Portuguese TV Super Pack	\$19.95	\$134.00	\$153.95	\$94.00	\$113.95
Portuguese TV Mega Pack	\$29.95	\$134.00	\$163.95	\$94.00	\$123.95
Spanish TV Value Pack	\$9.95	\$134.00	\$143.95	\$94.00	\$103.95
Spanish TV Super Pack	\$19.95	\$134.00	\$153.95	\$94.00	\$113.95

Early Termination fee only applies to the 6 Month plan commitment

Early Termination fee applies. This is calculated at the monthly charge times by the remaining months of your commitment. For Example: If the English pack, \$9.95 per month was selected and Service Termination was requested after 3 months. This is Calculated $\$9.95 \times 3 = \28.85 .

In the event of an early termination of your Entertainment contract it is the customer's responsibility to pay the return postage of the Entertainment unit to the Postal Address designated below. "Other Information.

Complaints

If you are not satisfied with our complaint handing process and you have communicated your concerns with a VeeTel Manager, alternatively you may seek help from the Telecommunication Industry Ombudsman for Mediation on 1800 062 058 or post PO Box 276, Collins Street West, VIC 8007.

The full terms and conditions for this service are available at <http://veetel.com.au/terms-and-conditions.html>

Other Information

If you have any queries about the service we are providing, please feel free contact us on:

Customer Service Enquiries

1300 833 835
+61 2 9344 1600 (Outside Australia)

Email Enquires

enquiries@veetel.com.au

Fax number

02 9314 1717

Postal address

VeeTel Pty Ltd
Locked Bag 9004
Maroubra, NSW 2035

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