



## CRITICAL INFORMATION SUMMARY - ENTERTAINMENT PACKAGES

### SERVICE DESCRIPTION:

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

to a Wi-Fi broadband modem/router. You are also required to Purchase the Flip TV Set-Top-Box at a price of \$99.00 including delivery.

### Bundling

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

### Inclusions

Set-Top-Box, Remote control, Power, Ethernet and HDMI Cables and User manual. **Please note:** The set top boxes provided are refurbished due to International supply chain shortages

### Minimum plan commitment

Month to Month Subscription

### Equipment

You will need an internet service that is connected

### PRICING INFORMATION

Multi Language Entertainment Packs	Monthly Charge	Set-Top-Box Cost / Including Delivery Payment required Upfront	Total on First Invoice
Bosnian TV Pack	\$17.80	\$99.00	\$116.80
Serbian TV Pack	\$17.80	\$99.00	\$116.80
Croatian TV Pack	\$17.80	\$99.00	\$116.80
Macedonian TV Pack	\$17.80	\$99.00	\$116.80
Balkan TV Super Pack	\$24.80	\$99.00	\$123.80
Chilean TV Pack	\$17.80	\$99.00	\$116.80
Portuguese TV Value Pack	\$15.90	\$99.00	\$114.90
Portuguese TV Super Pack	\$22.90	\$99.00	\$121.90
Portuguese TV Mega Pack	\$29.95	\$99.00	\$128.95
Spanish TV Value Pack	\$17.80	\$99.00	\$116.80
Spanish TV Super Pack	\$24.80	\$99.00	\$123.80
Japanese TV Pack	\$12.95	\$99.00	\$111.95
Italian TV Pack	\$9.95	\$99.00	\$108.95

**Package Add-on:** You can add on the Bosnian, Croatian Package, Serbian Package or Macedonian Package for only \$5.95/mth to your existing Bosnian, Croatian, Serbian or Macedonian Pack.

**Payment:** Upon sign up an upfront payment of \$99.00 (including delivery) for the cost of the Set-Top-Box is required.

**Direct Debit:** All Flip TV Entertainment subscriptions are only available on direct debit through a nominated Credit/Debit Card or Bank Account. We will issue you a monthly invoice and will debit your credit card on the due date of your Flip TV Service. If you choose to change your Direct Debit details, please contact VeeTel Customer Care on 1300 833 835

**Late Payment Fee:** If a payment is not received by the due date a late fee of \$10.00 will apply

## **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 8378 2475 (Outside Australia)

### **Email Enquires:**

[enquiries@veetel.com.au](mailto:enquiries@veetel.com.au)

### **Fax number**

+61 2 9314 1717

### **Postal Address**

Veetel TV Pty Ltd,  
Locked Bag 9004,  
Maroubra NSW 2035.

### **For Complaints**

In order to access our internal dispute resolution process. Please contact us at:

[enquiries@veetel.com.au](mailto:enquiries@veetel.com.au) Alternatively you can view our complaint handling process at:

[https://veetel.com.au/files/complaint\\_handling\\_process.pdf](https://veetel.com.au/files/complaint_handling_process.pdf)

If you are not satisfied with our complaint handling process and you have communicated your concerns with a Senior Manager 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.

### **Terms & Conditions:**

<https://veetel.com.au/terms-and-conditions>