



# STAY ENTERTAINED AT HOME AND ON THE GO WITH FOXTEL ON T-BOX

## INFORMATION ABOUT THE SERVICE

Foxtel on T-Box gives you access to a selection of Foxtel channels and on demand content with easy payment via your Telstra bill. You will also have access to Foxtel Go which allows you to access popular shows on the move on your compatible device.

### Requirements

To be eligible for Foxtel on T-Box, you must:

- have a BigPond Broadband service on Cable, Velocity or Elite ADSL in an ADSL2+ area, or a Telstra broadband service on the National Broadband Network (NBN) provided over fibre, and you must pass our Service Qualification checks. For more information, visit [telstra.com.au/tbox-eligible](http://telstra.com.au/tbox-eligible)
- have a 13-digit Telstra account number
- have a T-Box® and have completed your T-Box registration using your BigPond or [telstra.com](http://telstra.com) email address and password at [telstra.com/tboxsetup](http://telstra.com/tboxsetup)
- connect your Home Network Gateway (Wi-Fi Modem Router) to your T-Box via a wired connection (ethernet) or a Telstra Home Network Extender
- be over 18 and register for BigPond Movies with a valid Australian credit card at [telstra.com/tboxsetup](http://telstra.com/tboxsetup)

Your TV and premises must meet minimum requirements. You must only use the T-Box for personal purposes, at home.

### Subscribing to Foxtel on T-Box

You can subscribe to Foxtel on T-Box at [telstra.com/tboxsetup](http://telstra.com/tboxsetup)

Your Foxtel on T-Box service and subscription will begin on the day you take up the Foxtel on T-Box Get Started package. If you have a Telstra Bundle which includes Foxtel on T-Box, you will automatically be subscribed to the Foxtel on T-Box Get Started package once your bundle is activated and you register your T-Box and register for BigPond Movies. If you take up any additional Foxtel on T-Box packages later, each package will begin on the day you take up that package.

If you don't cancel your Foxtel on T-Box service, your subscription will automatically renew each month and we will continue to charge you the monthly charge for your service.

If your Foxtel on T-Box service doesn't appear on your T-Box after you've subscribed, turn your T-Box off, then on.

You can only have one Foxtel on T-Box subscription on your Telstra billing account. If you have more than one T-Box on the same account, you can transfer your Foxtel on T-Box subscription from one T-Box to another at [telstra.com/tboxsetup](http://telstra.com/tboxsetup). It will take approximately one hour to complete the transfer.

You can register for Foxtel Go on two compatible devices only one of these devices can view content at any time. You can access a selection of live channels and catch up content for no additional charge – content will be based on your subscription (data charges may apply for streaming content).

More information about Foxtel on T-Box and Foxtel Go can be found at [telstra.com.au/entertainment/foxtel-on-tbox/](http://telstra.com.au/entertainment/foxtel-on-tbox/)

### Minimum term

If you have a Telstra Bundle which includes Foxtel on T-Box, the minimum term of your Foxtel on T-Box Get Started package is your bundle minimum term. Any other Foxtel on T-Box packages you take up will be a month by month subscription.

For all other customers, Foxtel on T-Box is a month by month subscription.

### Recording and program availability

You can't record, pause or rewind Foxtel on T-Box® programs.

Selected Foxtel programs are not available for viewing via Foxtel on T-Box. For a list of unavailable programs, please visit [foxtel.com.au/blackout](http://foxtel.com.au/blackout)

## INFORMATION ABOUT PRICING

### Packages

To subscribe to Foxtel on T-Box, you must take up the **Get Started package**, which costs **\$19.50** per month. You can add any combination of the following packages:

- **Sport** – \$25 per month
- **Movies & Premium Drama** – \$25 per month
- **Entertainment** – \$15 per month.

If you have a Telstra Bundle which includes Foxtel on T-Box the Get Started package is included in the bundle monthly charge.

### Cancelling Foxtel on T-Box

You can cancel a Foxtel on T-Box package at [telstra.com/tboxsetup](http://telstra.com/tboxsetup). If you cancel your Get Started package, any other Foxtel on T-Box packages you have subscribed to will automatically be cancelled.

If you have a bundle which includes Foxtel on T-Box and your Foxtel on T-Box is cancelled, your bundle may also be cancelled and early termination charges for your bundle may apply. Please see your bundle Critical Information Summary for details.

## OTHER INFORMATION

### On Demand Content

Some channels include access to a selection of On Demand content.

### Broadband speeds and allowance

Foxtel on T-Box is 'unmetered', so it doesn't count towards your BigPond® monthly usage allowance.

Your Foxtel on T-Box viewing experience will depend on your BigPond connection and other factors such as your home location, network congestion and the number of internet connections in the household.

You need to ensure that your BigPond Broadband plan suits your needs, based on your household's internet usage. For example, if you have a plan with a low usage allowance and you often exceed your monthly usage allowance, we suggest you consider a BigPond Broadband plan with a higher usage allowance to minimise the potential of being slowed. If the speed of your BigPond Broadband service has been slowed because you've exceeded your BigPond plan's monthly usage allowance, the Foxtel on T-Box service and any other internet-based services on the T-Box will not work until your BigPond service is no longer slowed.

### Billing

Foxtel on T-Box services will be located on your Telstra bill in your 'BigPond Broadband account' section. You are charged in advance each month.

Foxtel on T-Box packages will appear as Foxtel on T-Box, followed by the package name.

### We're here to help

#### Technical support

If you have technical difficulties or questions regarding your T-Box®, you can visit the support section of the T-Box website at [telstra.com.au/tv/tbox/support](http://telstra.com.au/tv/tbox/support) or call us on 13 2200.

#### Further information

You'll find more information at [telstra.com](http://telstra.com), including 24x7 live chat support. If you have questions about your bill, technical support or service, please call us on 13 2200 or our Disability Enquiry Hotline on 1800 068 424 (voice) and 1800 808 981 (TTY).

#### Complaints or disputes

If you have a problem or complaint about your service, go to [telstra.com.au/help/contact/complaints](http://telstra.com.au/help/contact/complaints) where you'll find full contact details and information about how to resolve it.

#### Further investigation

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. For full contact information, visit [tio.com.au/about-us/contact-us](http://tio.com.au/about-us/contact-us)

This is a summary only – the full legal terms for this plan are available at [telstra.com.au/customer-terms](http://telstra.com.au/customer-terms)