



STAY ENTERTAINED WITH TELSTRA T-BOX®

INFORMATION ABOUT THE SERVICE

The T-Box is a digital set top box and personal video recorder which combines access to free-to-air TV channels in your area with features and applications, delivered by your eligible BigPond® Broadband service. This Critical Information Summary replaces the T-Box My Offer Summary.

Features

Once you've registered and you're connected to an eligible BigPond Broadband service, you'll be able to access the following features of the T-Box:

- Over 7,000 movies and TV episodes across a range of genres including new releases and blockbusters
- on-screen electronic program TV guide, seven days in advance
- all recording features for free-to-air programs via My Recordings including Series Record
- BigPond® TV channels including 24/7 music and sports
- Foxtel on T-Box with 4 packages containing a total of over 30 Foxtel channels to subscribe to if you're eligible (to find out if you're eligible, visit telstra.com.au/entertainment/foxtel-on-tbox)
- BigPond® Videos.

When your T-Box is not registered or connected to a BigPond Broadband service, features will be limited to free-to-air digital channels, basic TV program guide (programs on now and next only) and basic recording features such as manual timed recordings.

MINIMUM REQUIREMENTS FOR YOUR T-BOX

For your Telstra T-Box to work correctly, 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
- a wired connection (ethernet) or Home Network Gateway (Wi-Fi Modem Router) (802.11 g/n wireless access point)
- a compatible television with HDMI, composite or component inputs
- access to a working digital TV antenna in a digital TV coverage area.

The T-Box is not designed to work on BigPond® Mobile Broadband services, Telstra Business Broadband, Enterprise Broadband, Satellite Broadband or with other internet service providers.

Service Qualification checks will be completed when buying a T-Box to determine whether your internet connection can stream and download videos.

Minimum term

You can buy your T-Box outright or if you wish to take the T-Box on a repayment option the minimum term will be 24 months.

If you have received this T-Box as part of a Telstra Entertainer Bundle, Telstra Entertainer Max Bundle or Telstra Entertainer Pinnacle Bundle, your T-Box minimum term is the 24 month minimum term for your bundle.

What's Included

Your T-Box charge includes a T-Box, remote control, associated cables, a Getting Started Guide and 24/7 over the phone Technical Support on **13 2200**.

What's not

Separate charges apply to use some T-Box features (eg renting a movie from BigPond Movies or subscribing to Foxtel on T-Box packages).

INFORMATION ABOUT PRICING

Telstra Entertainer Bundle range customers

If you have received this T-Box as part of a Telstra Entertainer Bundle, Telstra Entertainer Max Bundle or Telstra Entertainer Pinnacle Bundle, your T-Box is included in the bundle monthly charge.

If your 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 T-Box® customers

For all other T-Box customers, the maximum retail price for the T-Box including delivery is \$360 outright or \$15 per month for 24 months on a repayment option. Prices for the T-Box may vary at Telstra Licenced stores or Telstra's third party dealers.

If you want to cancel the repayment option before the end of the 24-month period, you'll need to pay the outstanding balance of your Telstra T-Box payments.

The outstanding balance of your Telstra T-Box payments decreases by equal instalments each month that you remain on the repayment option.

The maximum repayment option is **\$360**.

Additional Charges

If additional charges apply, for example, for the use of features such as BigPond Movies rentals or subscribing to Foxtel on T-Box packages, we'll tell you what these charges are when you use them on your T-Box or when you register to use a service.

OTHER INFORMATION

Registration and Installation

During the Telstra T-Box set-up process, you must be connected to your BigPond® Broadband service. You'll also need to register the T-Box online and sign up to BigPond® Movies so you can access all the T-Box features. Signing up to BigPond Movies requires your BigPond or primary email address and password.

T-Box comes with a Getting Started Guide which shows you how to set up and install the T-Box.

Broadband Speeds

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

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.

Home Network Connection

To optimise your home network set-up, we recommend the following connectivity methods:

- best connection: connect your gateway and T-Box using the ethernet cable supplied; or
- adequate connection: use Wi-Fi to connect your gateway and T-Box. Only use this method if you get a strong Wi-Fi signal.

If you're having difficulty connecting, we recommend purchasing a Home Network Extender accessory from Telstra to improve your home network connectivity. For more information, visit the support section of the T-Box website at telstra.com.au/entertainment/tbox

Free to Air Television

Your viewing experience of live free-to-air TV channels will depend on your digital TV coverage. For more information, please visit digitalready.gov.au

We're here to help

Support and returns

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/entertainment/tbox or call us on 13 2200. You will not be able to return your T-Box if the reason is a change of mind, even where you have not opened the T-Box packaging. Of course, our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. If you're not happy with your T-Box, please call 13 2200. We're here to help.

Further information

You'll find more information at telstra.com.au/entertainment/tbox, including 24/7 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 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

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