



# FOXTEL FROM TELSTRA

## INFORMATION ABOUT THE SERVICE

Your Foxtel from Telstra service allows you to view a selection of Foxtel channels within your chosen package.

### Eligibility

To be eligible to become a Foxtel from Telstra customer, you need (or be in the process of acquiring) one of the following:

- an eligible Telstra Voice service
- a Post-Paid Telstra mobile service
- a Post-Paid Telstra Home broadband service; or
- an active Telstra Pre-Paid mobile or Pre-Paid broadband service (Pre-Paid SIM must be activated before Foxtel from Telstra is sold).

Your Foxtel from Telstra service must be on a Single Bill with one of the above Post-Paid services. This Single Bill requirement is not applicable for customers with active Pre-Paid mobile or broadband services only.

### Set-top unit and installation

You will require a Foxtel from Telstra set-top unit for your service. In addition to the monthly subscription for the package you choose, you'll need to pay any applicable equipment charges for the set-top unit and installation charges.

The following standard installation and equipment fees apply:

- **Standard installation fee for primary outlet – \$75**  
(additional costs may apply for non-standard installations such as installations that are more complex or in some remote/regional areas)
- **One-off equipment fee:**
  - Foxtel iQ3 recordable device (HD device available nationally and includes 1TB hard drive for storing recorded content) – **\$125**
  - Foxtel iQHD recordable device (available nationally and includes 320GB hard drive for storing recorded content) – **\$75**
  - MyStar HD recordable device (regional only and includes 320GB hard drive for storing recorded content) – **\$75**.

### Minimum term

12 months.

### What's included

Your Foxtel from Telstra service includes access to all the channels included in the Foxtel from Telstra package you have subscribed to at no additional charge. Foxtel Go is included as part of your subscription (see page 2 for details).

If you have subscribed to a package that includes a recordable device, you can also access the features built into your recordable device at no additional charge, such as the ability to pause and rewind live TV, and record programs.

If you have an internet enabled recordable device, plus an eligible Telstra Home broadband service, a range of Foxtel channels will make selected programming available for you to catch up on via Foxtel On Demand as part of your subscription.

### What's not included

You'll need to pay extra charges for the following:

- equipment charges for the recordable device, and installation charges
- non-standard installation fees
- regional service fees
- access to extra subscription channels and services, such as BoxSets, RAI ITALIA and Sky Racing Plus
- the Main Event service
- On Demand programs, other than the selected programming available for you to catch up on via Foxtel On Demand as part of your subscription
- to watch Foxtel from Telstra in HD, you will need to pay \$10 per month to upgrade to the HD subscription tier
- Multiroom installation and equipment costs and ongoing fees
- other service fees, such as replacement of equipment, including remote controls.

## INFORMATION ABOUT PRICING

When you subscribe to Foxtel from Telstra, you have the flexibility to choose from one of our popular packages or Build Your Own (BYO).

### Build Your Own

Our BYO option allows you to tailor a package to suit your needs and budget. To begin, you'll need to pay:

- \$25 per month for 'Entertainment'
- a \$75 fee for standard installation (additional costs may apply for non-standard installation)
- a \$75 or \$125 one-off equipment fee, depending on your recordable device.

For example, minimum cost over 12 months for Entertainment is **\$452** (with \$2 Telstra Pre-Paid SIM Starter Kit, \$75 standard installation and \$75 iQHD).

Then you can add any of the following packages for an extra \$10 a month each: Entertainment Plus, Documentaries (Docos) or Kids. You can also add the Movies Pack or Drama Pack for an additional \$20 a month each, as well as the Sport Pack for an additional \$25 a month. You can access the HD channels for the packages you select for an extra \$10 per month. You must maintain the Entertainment package but you can add or remove the additional packages once per monthly billing period.

### Early Cancellation fee

If you cancel your Foxtel from Telstra service before your contract has ended you must pay an early cancellation fee. This will be the lesser of \$300 or the price of the Entertainment package (\$25) multiplied by the number of months remaining on your contract.

Popular Packages on 12 month contract	Entertainment	Movies	Drama	Sport	Sport HD	Sport + Drama	Platinum	Platinum HD
Price Per Month	\$25	\$45	\$45	\$50	\$60	\$70	\$120	\$134
	Your Package includes							
Entertainment	✓	✓	✓	✓	✓	✓	✓	✓
Sport				✓	✓	✓	✓	✓
Drama (includes showcase – the home of HBO and The Box Set Channel)			✓			✓	✓	✓
Movies		✓					✓	✓
Entertainment Plus							✓	✓
Documentaries (Docos)							✓	✓
Kids							✓	✓
Foxtel HD					✓			✓
2 Movie Rentals*								✓

For example, minimum cost over 12 months with \$2 Telstra Pre-Paid SIM Starter Kit, \$75 standard installation and \$75 iQHD Box with: **Entertainment is \$452; Entertainment + Movies is \$692; Entertainment + Drama is \$692; Entertainment + Sport is \$752; Entertainment + Sport HD is \$872; Entertainment + Sport + Drama is \$992; Platinum is \$1,592; Platinum HD is \$1,760.** \* Includes 2 Movie Rentals, including new releases, from the Store or Box Office, every billing month (until 31 December 2015).

## OTHER INFORMATION

### HD Content

To access Foxtel from Telstra HD content, you will need an HD compatible TV, a Foxtel HD recordable device and an HD Foxtel from Telstra subscription (such as Platinum HD) for the relevant channels.

### On Demand content

Some On Demand services are only available if you have an eligible Telstra Home broadband service with an internet enabled recordable device. You will not be able to access some On Demand programs including Foxtel Store Movie rental and TV Show rental if you have a MyStar, MyStar HD or a standard non-recordable device.

### Foxtel Go

Want to take your favourite shows with you? With Foxtel Go included as part of your subscription, you can watch a selection of live channels and catch up content from your subscription, or organise to remotely record shows to your recordable device – on your compatible iPad, iPad mini, iPod Touch, iPhone, Mac and PC, as well as selected Android devices. Foxtel Go works with Wi-Fi, 3G and 4G (data charges may apply), and your subscription will determine the content you'll be able to access.

To get started, download the Foxtel Go app to your device via the Apple App Store (for Apple devices), Google Play(Android) or [foxtel.com.au/foxtelgo](http://foxtel.com.au/foxtelgo) (for PC/Mac) and log in using your Foxtel Online Account username. To register for a Foxtel Online Account visit [foxtel.com.au](http://foxtel.com.au) or register for a login within the Foxtel Go app. You'll need any two of the following handy to register – your Foxtel Account number, Smartcard number or date of birth. Your Foxtel account number is not the same as your Telstra account number and can be found on your Foxtel Magazine, by calling us on 13 2200 to request it or by chatting to one of our staff online. See [telstra.com.au/foxtelgo](http://telstra.com.au/foxtelgo) for further information, including the latest list of compatible devices.

### Billing

The figures in this Critical Information Summary are for a full billing cycle but your first bill may include pro rata charges for part of the month if you started or changed your plan part way through a billing period – refer to the 'Important information about your first bill' section below for more information.

#### Your monthly bill

On the same day of each month, you'll be billed in advance for the minimum monthly charge, as well as for use during the month. The figures in this Critical Information Summary are for a full billing cycle.

#### Important information about your first bill

When you first start a service or change your subscription part way through a billing period, your first bill will have additional charges. It will include your minimum monthly charge in advance, plus any applicable one-off equipment charges, installation charges and a proportion of your minimum monthly charge based on the number of days left in the billing period.

### We're here to help

If you have any questions about your offer, technical support, service or connection please log onto [telstra.com](http://telstra.com) which includes 24/7 live chat support. Alternatively, please call us on 13 2200 or 1800 808 981 (TTY).

#### Complaints or disputes

If you have a problem or complaint about your service, go to [telstra.com/complaints](http://telstra.com/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 Foxtel from Telstra are available at [telstra.com.au/foxtel/things-you-need-to-know.html](http://telstra.com.au/foxtel/things-you-need-to-know.html)